ARKANSAS PUBLIC SERVICE COMMISSION UTILITIES DIVISION

2000 ANNUAL REPORT

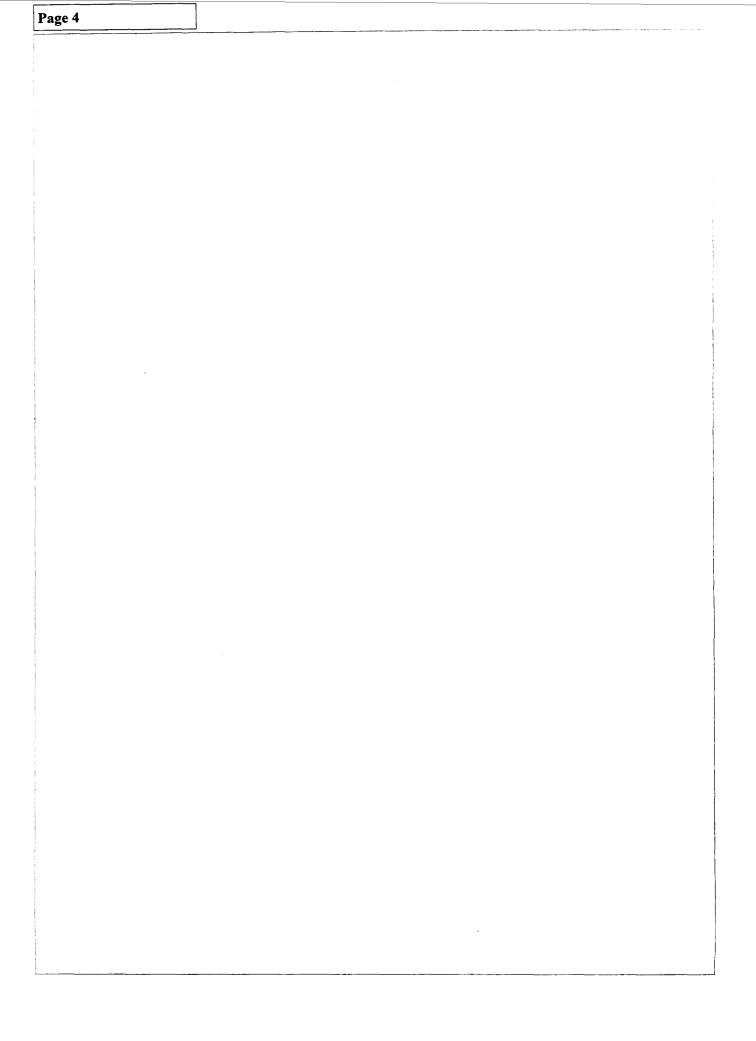


April 30, 2001



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SECTION 1 - INTRODUCTION

he Arkansas Public Service Commission (Commission or PSC) has general supervisory authority over electric, gas, telecommunications, water and sewer services which are provided to the public for compensation. The Commission is charged with the duty of ensuring that a public utility charges a rate that will allow it the opportunity to earn a fair return on invested capital and that the consumer does not pay more than necessary to produce a fair return to the utility for its service.

The General Assembly enacted the Telecommunications Regulatory Reform Act (Act 77) of 1997 which, in conjunction with the Federal Telecommunications Act of 1996, provided for the introduction of competition in the local exchange market. All but four of the incumbent local exchange carriers have elected an alternative regulatory framework pursuant to Act 77, and the Commission's rate regulation of those incumbent local exchange carriers was essentially eliminated.

The General Assembly enacted The Electric Consumer Choice Act (Act 1556) of 1999 which provides for the introduction of retail competition into the electric utility industry, the regulation of new energy service providers, and the recovery of stranded costs. Act 1556 provides for a competitive retail electric market that gives retail customers the opportunity to choose a provider of electricity and that encourages full and fair competition among providers of electricity to be established by October 1, 2003, but no later than October 1, 2005. The Commission is actively engaged in activities which are designed to promote a competitive market.

Currently, the Commission does not have regulatory authority over municipally-owned or operated utilities. Additionally, the Commission has limited jurisdiction over small water and sewer utilities and most telecommunications utilities. More specifically, small water and sewer utilities are not subject to Commission jurisdiction unless either the customers of the utility or the utility petition the

Commission to exercise its regulatory jurisdiction over that utility.

In compliance with Ark. Code Ann. §23-2-315 (1999 Supp.), the Commission submits an annual report to the Governor during the month of April. This Report focuses Commission regulatory authority. organization, and activities during 2000. The utilities under the Commission's jurisdiction in 2000 are listed in Appendix A. These utilities generate annual revenues in Arkansas of approximately \$4.3 billion, of which \$3.5 billion are jurisdictional revenues. Details of the revenues for each utility and other utility-specific statistics, as reported to the Commission in 2000 for the year 1999, are included in Appendix B. To finance its regulatory operations, the Commission is authorized to levy and collect an annual fee based proportionally on the gross earnings of each utility. The PSC receipts and disbursements for 2000 are outlined in Appendix C.

The following sections of this Report describe the agency organization (Section 2); summarize the highlights of Commission proceedings in each of the utility industries (Section 3); describe other non-docketed reviews conducted during 2000 (Section 4); summarize the Commission's efforts in federal utility proceedings (Section 5); set forth our participation in national utility regulatory organizations (Section 6); and provide information on customer complaint resolution (Section 7).

This Report is also available on the Commission website www.state.ar.us/psc.

SECTION 2 - AGENCY ORGANIZATION

he Arkansas Public Service Commission consists of three Commissioners appointed by the Governor for overlapping six-year terms. The agency has 114 regular staff positions divided into two Divisions: the Utilities Division and the Tax Division.

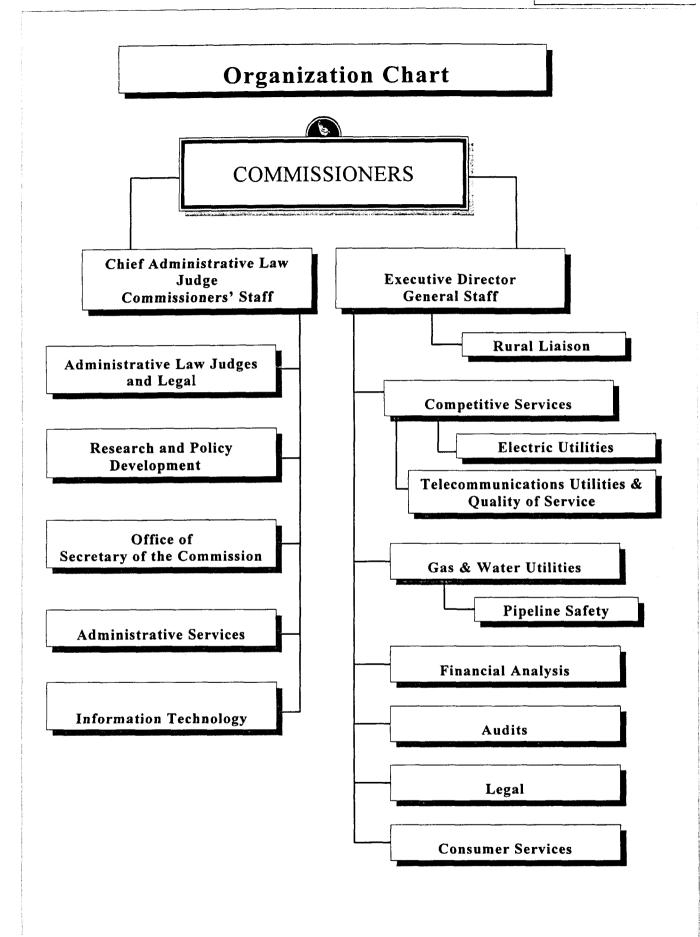
The Commissioners have oversight responsibility for both Divisions. This report addresses Utilities Division activities. The Tax Division submits a separate report biennially.

The Utilities Division, including our federally reimbursed Pipeline Safety Office, has 99 authorized regular positions. This total includes

the Commissioners and their immediate staff, which encompasses their Administrative Law Judges and Legal Section, Research and Policy Development Section, the Office of the Secretary of the Commission, the Administrative Services Section, the Information Technology Section, and the Executive Director including the seven General Staff Sections. A list of all Sections with their assigned number of positions, the organization chart, and a brief description of the responsibilities of each Section follow.

Position Summary

Organization Component	Number of Positions
Commissioners	
Commissioners' Staff	
Administrative Law Judges and Legal	
Research and Policy Development	
Secretary of the Commission	
Administrative Services	
Information Technology	
Support Staff	
General Staff	
Executive Director's Office	
Competitive Services	
Electric Utilities	
Telecommunications Utilities	
Quality of Service	
Gas & Water Utilities	
Pipeline Safety	
Financial Analysis	
Audits	
Legal	
Consumer Services	
TOTAL	99



COMMISSIONERS

With both quasi-legislative and quasijudicial authority the Commissioners render decisions covering a wide spectrum of issues including policy matters, rates, tariffs, territory allocations, utility plant construction sitings and bond issues.

The Commissioners' Staff, under the direction of the Chief Administrative Law Judge, is comprised of five Sections: (1) the Administrative Law Judges and Legal Section; (2) the Research and Policy Development Section; (3) the Office of the Secretary of the Commission; (4) the Administrative Services Section; and (5) the Information Technology Section. Responsibilities of each Section are described below.

COMMISSIONERS' STAFF

Administrative Law Judges and Legal Section

This Section is comprised of Administrative Law Judges and attorneys. The Administrative Law Judges render decisions in dockets delegated to them by order of the Commission. Attorneys in this Section also advise and represent the Commission on various state and federal legal matters.

Research and Policy Development Section

This Section, under the supervision of the Director of Research and Policy Development, is the technical arm of the Commissioners' Staff, with personnel specializing in the telecommunications, electric, natural gas, and water industries, as well as in economic, legal, and accounting matters. This Section provides technical and policy advice to the Commissioners in both state and federal proceedings and actively participates as expert witnesses before the Federal Energy Regulatory Commission. This Section also presents testimony and/or comments on behalf of the Commission before the Federal Communications Commission and the Securities and Exchange Commission.

Office of the Secretary of the Commission

All documents filed with the Commission and all orders issued by the Commission are processed by this Office. Official Commission records such as docket files, tariffs, and annual reports are also maintained in this area. This Office supplies the public and official parties with filed documents as requested.

Administrative Services Section

Staff members assigned to the Administrative Services Section provide administrative support for the Utilities Division. This Section is comprised of two units - the Fiscal/Personnel Office and the Mail/Supply/Copy Center.

Fiscal/Personnel staff members prepare initial budgets; handle purchasing, accounting, inventory control and payroll; assist in developing assessments for the PSC's operating budget; and assist with the Federal Department of Transportation Pipeline Safety Grant. Maintaining personnel records, screening and processing job applicants, conducting new employee orientation, and coordinating employee training and management classes are other functions performed by the Fiscal/Personnel Office.

The Mail/Supply/Copy Center handles internal mail distribution, photocopying, central supplies, and maintenance of the agency vehicle fleet.

Office of Information Technology (OIT)

The OIT is the agent for implementing technical solutions to further Commission initiatives. The OIT supports the entire agency. The primary missions of the OIT are: personal computer and network operations for general office functions such as office automation, electronic mail, internet research, file and print sharing; system development and maintenance for the Tax Division tax assessment systems; and Commission operations support including enhancing electronic communication with external parties and citizens.

GENERAL STAFF

Office of the Executive Director

The Executive Director is responsible for the overall management of the General Staff of the Utilities Division. Staff members in the Utilities Division perform a wide variety of responsibilities which are accomplished through the seven Sections described below. In addition to the members of these seven sections, the newly-created Rural and Community Liaison position also reports to the Executive Director. The liaison is actively involved in community outreach and educational programs for community, business, and consumer groups across the State.

Competitive Services

Competitive Services monitors and evaluates competitive market issues as they relate to both the electric and telecommunications industries and is comprised of the Electric Utilities and the Telecommunications Utilities and Quality of Service sections. This group is involved in identifying issues to be addressed in the transition to competitive electric markets in Arkansas and in developing rules and guidelines required by the Electric Consumer Choice Act of 1999.

Electric Utilities Section

The Electric Utilities Section monitors the activities, operations, costs, and earnings of the four investor-owned and eighteen cooperative electric utilities under the Commission's iurisdiction. Section responsibilities cover all aspects of utility regulation and include determination of revenue requirement; rate design, accounting and finance. Each member of the Section identifies issues, analyzes the impact of those issues on the utility and the ratepayer, and develops and presents expert testimony before the Commission. The Section also conducts compliance audits for utilities with approved automatic adjustment clauses. Members of this Section perform special project analyses, conduct general and special issue audits and investigations, and provide technical evaluations relating to consumer complaints.

With the passage of the Electric Consumer Choice Act of 1999, the Electric Section also assumes responsibilities in all aspects of electric restructuring and the implementation of consumer choice.

Telecommunications Utilities & Quality of Service Section

The Telecommunications Utilities & Quality of Service Section is responsible for certification, rate, financial, accounting, technical, and quality of service matters specific to the Telecommunications industry and is responsible for power line construction certification, technical, and quality of service matters specific to the Electric industry.

Staff members interact with both investorowned and cooperative electric utilities, local exchange carriers, interexchange carriers, pay telephone service providers and the public. That interaction is necessary to be responsive to changes in the industries, introduction of new services, effects of federal regulatory actions, and questions and service problems of the public. This Section conducts an ongoing evaluation of the quality of service provided by both electric utilities and local exchange carriers in Arkansas. That evaluation measures the utilities' performance against the Commission's General Service Rules and Special Rules - Electric and the carriers' performance against the Commission's Telecommunications Providers Rules and is administrated to ensure that each utility and carrier is evaluated at least once every two years.

Natural Gas and Water Utilities Section

The Natural Gas and Water Utilities Section has two distinct functions. Natural Gas and Water Staff members primarily focus on financial and rate matters concerning natural gas, water and

sewer utilities. They must understand and evaluate the complex rate structure and the earnings requirements of the four natural gas utilities, four water utilities, and two sewer utilities currently under the Commission's jurisdiction. They also conduct compliance audits for utilities with approved automatic adjustment clauses.

This Section also contains the Pipeline Safety Office. The role of the Pipeline Safety Office members is to ensure that natural gas operators are in compliance with the *Arkansas Gas Pipeline Code*. Compliance is determined through periodic inspections of safety, corrosion, and leakage control which are performed on 26 intrastate natural gas operators and 206 operators covering 365 master-metered gas systems.

Financial Analysis Section

The Financial Analysis Section performs various financial and economic analyses, evaluates depreciation rates and capital recovery issues, assesses the required rate of return and other financing issues for jurisdictional utilities. participates in all rate case proceedings and reviews of earnings levels, conducts focused investigations, and develops Staff's position on various regulatory including mergers, nuclear decommissioning, stranded costs, transition costs and other electric restructuring issues. personnel specialize in utility industries as well as economic, financial, and accounting matters. Each member of the Section presents recommendations to the Commission through pre-filed expert testimony, and oral testimony crossexaminations during public hearings.

Audits Section

The Audits Section participates in all rate case proceedings. Section staff members conduct extensive reviews, audits, and analyses of rate case applications; conduct ongoing reviews of the earnings levels of public utilities; evaluate transactions between regulated utility companies and their affiliates; and conduct compliance audits.

Legal Section

Attorneys on the General Staff perform a dual function at the Commission. They represent the Staff in proceedings before the Commission and represent the Commission in matters and proceedings outside the Commission, such as appellate cases and appearances before federal regulatory commissions. Additionally, Legal Section attorneys act as Commission hearing officers in certain designated dockets.

Consumer Services Section

The Consumer Services Section works with customers to answer questions and resolve complaints about the rates and services of regulated utilities. Staff members review all complaints for compliance with PSC rules and approved utility tariffs and act as liaisons with utilities in resolving those complaints. This Section also provides educational brochures and materials and makes group presentations as needed.

Another responsibility of the Consumer Services Section is customer service audits of jurisdictional utility companies. The audits consist of a thorough review of utility policies and procedures. The objective is the identification of opportunities for improvements, and recommendations are often made to ensure compliance with Commission Rules.

Rural and Community Liaison

In 1999, the position of Rural and Community Liaison was created to serve as a communications link between the Arkansas Public Service Commission and utility customers in Arkansas, particularly those in rural areas. The Liaison is responsible for providing information to communities and utility customers concerning utility matters within the jurisdiction of the Commission. The Liaison is also responsible for identifying questions and concerns that utility customers may have concerning utility issues and communicating



those concerns to the Commissioners and the Commission Staff. The Liaison works with stakeholders in rural areas and communities, including legislators, civic and community leaders, customers and customer groups, and utility personnel.

During the past year, the Liaison has met with numerous civic and community organizations, legislators and rural utility customers throughout the state regarding utility matters and issues pending before the Commission. The Commissioners and the Executive Director have also participated in this community outreach effort visiting with community leaders throughout the state. Through these efforts, the Commissioners and Staff are gaining a better understanding of consumers needs and what type information is necessary to provide answers to their utility questions and concerns.

SECTION 3 - DOCKET SUMMARY & HIGHLIGHTS

A

s shown in the tables below, 388 new dockets were initiated during 2000 and 1,202 orders issued. Highlights of the significant proceedings for each industry during 2000 follow.

Summary Schedule of Docket Activity

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
New Dockets	22	38	33	38	17	28	40	50	23	36	48	15	388
Filings	333	297	319	389	430	490	413	456	306	483	453	289	4,658
Hearings	4	6	4	1	7	4	5	4	1	2	8	0	46
Hearing Days	4	6	4	1	7	4	5	4	1	2	9	0	47

Summary Schedule of Orders

Order Type	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Total
Electric	16	47	29	25	26	32	39	33	15	26	76	22	386
Gas	1	13	4	1	3	11	1	13	3	9	7	0	66
Telephone	35	105	57	73	39	49	74	96	42	60	66	51	747
Water	3	0	0	0	0	0	0	0	0	0	0	0	3
Sewer	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	55	165	90	99	68	92	114	142	60	95	149	73	1,202



Electric Industry

In 2000, the activities necessary to implement Act 1556, the "Electric Consumer Choice Act of 1999", continued. Act 1556 provided the framework to implement open access to competitive suppliers of electricity for retail consumers in the State. The rulemaking dockets addressing the recovery of transition costs, affiliate transactions, and the licensing requirements for energy service providers which had been initiated in 1999 were concluded in 2000. Eight additional dockets addressing rulemaking and generic deregulation issues were initiated in 2000. The Commission also began its review and investigation of the utility-specific rate unbundling filings made pursuant to Act 1556. Entergy Arkansas, Inc. (EAI) was the only electric utility filing the required notice, pursuant to Act 1556, of its intent to seek stranded cost recovery.

Transition Cost Recovery Guidelines which establish the policies and procedures governing the filing of, and the procedures for, processing utility applications for transition cost recovery were approved by the Commission. Those Guidelines provide that any electric utility seeking to recover transition costs shall file an initial application in early 2001. The Commission approved rules regarding transactions between regulated utilities and their unregulated affiliates. The affiliate rules are designed to ensure that transactions between a regulated utility and its unregulated affiliates or corporate divisions are conducted at arm's length to guard against discriminatory conduct. The Commission also approved licensing requirements for energy service providers. The licensing requirements are designed to encourage entry into the Arkansas market by interested energy service providers while providing adequate protection for customers.

The rulemaking and generic dockets which were initiated in 2000 addressed such

issues as market power, competitive customer services, customer education, standard service package, and the development of competition in retail electric markets and the impact of restructuring on retail ratepayers. The Commission established the minimum filing requirements and guidelines applicable to the market power analyses and studies to be filed by each electric utility pursuant to the provisions of Act 1556. A proceeding was initiated by the Commission to determine whether it was in the public interest to declare certain customer services currently being provided by electric utilities, as competitive. The proceeding resulted in the Commission declaring bill production and issuance, payment processing and collections, and the call center functions related to bill production and issuance and payment processing and collections, competitive effective the day of retail open access. The Commission established minimum filing requirements for unbundling competitive customer services in early 2001. The utilityspecific competitive services unbundling filings will be made later this year.

The Commission initiated a docket to address the development of competition in retail electric markets and the impact of restructuring on retail ratepayers. The proceeding resulted in the Commission issuing a progress report to the Arkansas General Assembly recommending that retail open access be delayed. In its report the Commission recommended that Act 1556 be amended to require that retail open access begin no earlier than October 1, 2003 and no later than October 1, 2005, with the Commission being authorized to determine the appropriate retail open access date within the specified timeframe. Act 324 of 2001 amended Act 1556 to include these dates and to further define the conditions under which the Commission may exercise its authority to delay the implementation of retail open access.

Act 1556 required each of the twentytwo electric utilities to file unbundled rates and

tariffs supported by current cost of service studies on or before January 1, 2000. During 2000 the Commission completed its evaluation of the unbundled rates for Arkansas Electric Cooperative, Craighead Electric Cooperative, Entergy Arkansas, Farmers Electric Cooperative, First Electric Cooperative, Ouachita Electric Cooperative, Petit Jean Electric Cooperative, and Woodruff Electric Cooperative. The unbundled rate proceedings for the remaining utilities are currently pending before the Commission.

Carroll Electric Cooperative, First Woodruff Electric Cooperative. Electric Cooperative, and Petit Jean Electric Cooperative each filed an application with the Commission in December 1999 for an overall increase in rates. In each case, General Staff and the other parties were able to reach a stipulation and settlement agreement which was subsequently approved by the Commission. The Commission approved a 2.4% increase in Carroll \$1.4 million or Electric's rates. A \$2.6 million or 3.2% increase in rates was approved by the Commission in the First Electric case. In the Woodruff Electric case, a \$500,000 or 2.1% increase in rates was approved. A \$300,000 or 1.9% increase in rates was approved in the Petit Jean Electric case. In each case, inter-class subsidies were eliminated and customer class rates were designed based on costs. To help mitigate the customer rate impact, the rate increases will be phased-in over a period of two years for Carroll Electric and over a period of five years for First Electric and Woodruff Electric. A phase-in period was not necessary in the Petit Jean Electric case.

In the 1996 rate review of EAI, the Commission approved a settlement providing for the acceleration of Grand Gulf payments and the establishment of a Transition Cost Account (TCA) to accumulate any excess earnings. These measures were implemented to address potential stranded costs. A review was set for 2000 to determine whether these measures should continue. The Commission found that the Grand Gulf acceleration should be terminated while the

TCA procedure continued.

The third year of EAI's Regulatory Earnings Review Tariff, designed to capture any excess earnings on a current basis, credited \$17.5 million to the TCA. The funds accumulated in the TCA will be available to pay, either in whole or in part, any EAI retail stranded costs which are determined to be recoverable by the Commission. If the funds, including interest, are not needed for such stranded cost recovery, then they will be refunded to ratepayers.

In late 2000, Entergy Corporation filed an application seeking Commission authorization to merge with FPL Group. The Company withdrew its request in April 2001.

EAI has collected through rates funds designated for the decommissioning of its Arkansas Nuclear One Units 1 and 2. amounts collected are held in external trust funds which, as of December 31, 2000, had a market value of \$360 million. EAI is required to submit every five years an estimate of the cost to decommission the units. The update filed in 1998 reflected a cost of \$813 million (in 1997) dollars) to decommission the units. Additionally, EAI annually files information and supporting testimony regarding the status and progress of relicensing and extending the lives of the nuclear units. The license renewal application for ANO Unit 1 to extend the license through 2034 was docketed at the Nuclear Regulatory Commission (NRC) in March 2000. The Commission suspended the collection of decommissioning costs effective January 1, 2001 pending the NRC license extension approval for up to 20 years. The Commission will continue on an annual basis to review the status of license extension and the adequacy of the decommissioning trust funds.

This year the Commission granted four applications for Certificates of Convenience and Necessity to electric utilities to construct transmission facilities. The Commission also granted thirteen applications requesting release of certain customers from one utility to another.



Gas Industry

A significant docket in 2000 involved Reliant Energy Arkla, a division of Reliant Energy Resources Corp. (Arkla) requesting to implement a Special Residential Customer Credit (SRCC). As proposed by Arkla, the SRCC would allow Arkla to credit ten million dollars (\$10,000,000) back to residential customers during the upcoming heating season. proposed SRCC resulted from Arkla's renegotiation of its firm transportation (FT), firm storage (FS), and no notice service (NNS) contracts with Reliant Energy Gas Transmission Company (REGT). These contracts were to expire on March 31, 2002, and will now expire on March 31, 2005. Based on General Staff's recommendation, the Commission approved extending the SRCC to all customer classes.

Also in 2000, Arkla continued to develop implementation plans which addressed the recommendations contained in an audit report issued by Navigant Consulting, Inc. (Navigant). Navigant, formerly known as AUC Management Consultants, Inc., was jointly selected by Arkla and the General Staff to perform an audit and make recommendations regarding system safety and process improvements to ensure a safe and reliable natural gas system. General Staff followed the development of the implementation plans and tracked Arkla's progress.

Early in 2001, the Commission initiated a docket for the purpose of inquiring whether gas utilities should integrate gas price hedging, fixed price options, and other alternative mechanisms into their procurement plans as a way to stabilize prices paid by natural gas customers. The Commission will consider this matter during 2001.

Arkansas Western Gas Company (AWG) and its division, Associated Natural Gas Company (ANG), requested approval to lower the volume eligibility requirement to qualify for transportation service, and to allow for the

recovery or refunding of carrying cost applicable to over or under recovered balances of the purchased gas adjustment (PGA) clause. After General Staff review, AWG's request was approved. Also during 1999, AWG requested a change in the true-up factor used in the PGA clause of both AWG and ANG. The requested change would result in the accumulated over or under recovery being reflected in customers' billing on a more timely basis. After a review by the General Staff and approval by the Commission, the revised factor was put into place.

Arkansas Oklahoma Gas Corporation (AOG) requested an increase in certain fees associated with customer activity. The General Staff assisted AOG in developing cost-based charges for collections during normal business hours and after normal business hours, returned checks, and initial connections and reconnections. AOG also requested approval to implement a Weather Normalization Adjustment (WNA) clause. AOG's previously approved WNA clause expired by its own terms in 1999. AOG subsequently withdrew its request for another WNA clause.

Each of the three natural gas utilities regulated by the Commission, Arkla, AOG and AWG, requested Certificates of Environmental Compatibility and Public Need (CECPN). After review by the General Staff, all three natural gas utilities were granted the requested CECPNs. Also, Arkla was granted a Certificate of Convenience and Necessity.

Telecommunications Industry

Of the 388 new dockets filed with the Commission during 2000, 265 were telecommunications cases. The number of competitive local exchange carriers (CLECs) continued to grow. Fifty-three entities filed applications for authority to operate as CLECs



and 40 were authorized during 2000. The number of authorized CLECs, at 97, exceeds the number of incumbent local exchange carriers (ILECs) at 30

CLECs continued to expand their operating areas. While most CLECs operate in the territories of Southwestern Bell Telephone Company (SWBT), at least 18 CLECs have approved interconnection agreements to operate in the territory of the two largest CenturyTel ILECs, and 15 CLECs have approved interconnection agreements to operate in the territory of 11 rural ILECs.

Ninety-two new and revised interconnection agreements became effective during 2000. Nineteen approved interconnection agreements were adopted by CLECs in whole or part during 2000.

The Commission granted CenturyTel of Northwest Arkansas, LLC, CenturyTel of Central Arkansas, LLC, and Valor Telecommunications of Texas, LP authority to acquire the plant, facilities, and assets of GTE Southwest Incorporated, GTE Arkansas Incorporated and GTE Midwest Incorporated. Also, CenturyTel and Valor were granted certification as ILECs. CenturyTel and Valor began to operate the former GTE facilities during August and September 2000. GTE no longer operates any local exchange facilities in Arkansas.

Yelcot Telephone Company requested and was granted a waiver of certain Telecommunications Providers Rules so that it could provide prepaid local service. The service allows certain economically disadvantaged customers to continue to receive service and allows the ILEC to provide a service that directly competes with some CLEC services. Yelcot is the fourth ILEC to request waivers in the provision of prepaid service. Eight CLECs have requested similar waivers.

A provider of pay telephone service was found to be operating without a certificate of public convenience and necessity (CCN). It filed for and was granted a CCN after paying a civil sanction and forfeiting revenues with interest.

The North America Numbering Plan

Administrator (NANPA) advised telecommunications industry that the 501 NPA (Numbering Plan Area or Area Code) would exhaust central office codes by late 2002. NANPA presented both geographical split and overlay relief alternatives to the industry. The industry selected an overlay relief alternative that was presented to the Commission for approval. The industry's relief proposal is to overlay the geographical area of the existing 501 NPA with a new NPA. The Commission will consider the relief proposals during 2001. The Commission has established a procedural schedule that will allow for public comments concerning the proposals to be made in Fayetteville, Fort Smith, Hot Springs, Little Rock, Russellville, and Searcy.

Southwestern Bell asked Commission to review its draft application to the Federal Communications Commission for approval to provide in-region interLATA services pursuant to the Telecommunications Act of 1996. The Commission issued a Consultation Report in which it concluded that Southwestern Bell was in compliance with only eleven of the required fourteen federal checklist items. Furthermore, the Commission could not conclude that utilization of the proposed interconnection agreement filed with the draft application would put Southwestern Bell in compliance with all of the checklist items. In addition the Commission expressed its concern that ALLTEL, the only facilitiesbased CLEC serving residential customers within Bell's service area, announced that it would no longer compete for any residential customers in Bell's service area effective November 1, 2000. ALLTEL cited cost considerations as its principal reason for withdrawing as a competitor within Bell's Given its concern, the service area. Commission suggested that Bell amend its proposed interconnection agreement by offering the more favorable terms, conditions and rates that are available in its Texas interconnection agreement. Southwestern Bell revised its proposal and filed its response to the



Commission's Report in 2001. The Commission will consider the revised proposal in early 2001.

Connect Communications Corporation, DSLnet Communications, LLC, KMC Telecom III, Inc., and New Edge Network, Inc. requested that the Commission order Southwestern Bell Telephone Company to provide a collocation tariff. The request was denied because the Commission lacked authority to order such a tariff.

American Communication Services of Little Rock, Inc. d/b/a e.spire, ACSI Local Switched Services, Inc. d/b/a e.spire and e.spire Communications, Inc. filed a complaint alleging that Southwestern Bell refuses to compensate e. spire for handling local calls made by Southwestern Bell end users to Internet service providers served by e.spire and violated their agreement by providing flawed, inaccurate or incomplete traffic measurement reports to be used as the basis of e. spire's bills to Southwestern Bell. The parties reached an agreement in 2001 and the docket has been closed.

@Link Networks, Inc., BlueStar Networks, Inc., DSLnet Communications, LLC, MGC Communications, Inc., and Vectris Telecom, Inc. filed a petition requesting the Commission to order Southwestern Bell to provide access to loops which are conditioned to provide advanced services at prices that are just, reasonable and forward-looking. The petition is pending before the Commission.

Brooks Fiber Communications of Arkansas, Inc. filed a complaint against Southwestern Bell alleging that it has refused to pay Brooks Fiber reciprocal compensation due under two interconnection agreements. The companies have advised that they are still working on a settlement. Therefore, a hearing schedule has not yet been set.

The docket initiated to address telecommunications providers delinquent in their payments of Arkansas Universal Service Fund assessed contributions involved 29 telecommunications providers. While many of the telecommunications providers have now made the required payment, certificates of 10 providers to

operate in Arkansas have been revoked.

In 1998, Connect Communications Corporation filed a complaint at Commission against Southwestern Bell Telephone Company. The complaint was that Southwestern Bell was not abiding by the terms of its interconnect agreement. The Commission directed Southwestern Bell to pay reciprocal compensation to Connect Communications. After appeals by Southwestern Bell, the Federal Eighth Circuit Court of Appeals found that the U.S. District Court for the Eastern District of Arkansas had jurisdiction to review the case. The case is currently pending before the district court.

Show cause proceedings were initiated to address the failure of 44 CLECs and interexchange carriers to submit gross earnings reports. Eleven carriers filed the required report and 33 had their certificates to operate in Arkansas revoked.

Water & Sewer Industry

General Staff reviewed a request by United Water Arkansas, Inc. (United) to have its parent company, United Water Resources, Inc., acquired by Lyonnaise American Holding, Inc. After reviewing United's application, General Staff recommended and the Commission approved the change in ownership.

During 2000, the General Staff facilitated discussions between Riviera Utilities of Arkansas, Inc. (Riviera) and a group of property owners concerning certain rates and charges for sewer service. The property owners questioned the correctness and level of rates and sought input from General Staff. Several discussions were held, and an understanding of the requirements of the sewer system and the level of rates and charges was reached. Riviera's sewer utility is not regulated by the APSC.

SECTION 4 - COMMISSION REVIEW OF UTILITY OPERATORS

n addition to performing investigations in conjunction with dockets initiated at the Commission, General Staff conducts ongoing investigations of natural gas pipeline safety, utility quality of service, and the use of automatic recovery mechanisms, as outlined below.

Electric Quality of Service Reviews

Staff members perform quality of service inspections of the electric cooperatives and investor-owned utilities throughout the State to ensure compliance with the Commission's General Service Rules and the Special Rules -Electric. Quality of service is measured against the standards established by the Commission in those rules. The standards cover items such as the acceptable range of secondary voltages provided to customers, the minimization of electrical conductive and inductive effects, and the mapping and maintenance of transmission distribution facilities including and identification, right-of-way clearing, substation record keeping. Staff members also examine complaint and outage records, meter testing facilities, and equipment on each Quality of Service inspection.

In 2000, seven quality of service reviews were conducted on five electric cooperatives and two investor-owned utilities.

Gas Pipeline Safety Inspections

Pursuant to an agreement with the U. S. Department of Transportation and the authority granted by the Arkansas Natural Gas Pipeline Safety Act of 1971, the Commission's Pipeline Safety Office inspected numerous intrastate

natural gas operators and master metered gas systems for quality control of operating safety, gas leakage, and the control of corrosion. inspections ensure that gas operators are in compliance with the Arkansas Gas Pipeline Code and the Commission's Special Rules - Gas. Accidents related to natural gas are investigated and reports are prepared to ensure compliance with all Commission standards of quality and During 2000, Pipeline Safety Staff safety. performed 44 pipeline safety inspections and 162 inspections of master metered systems. Corrections of reported deficiencies are monitored until they are completed. In addition to required inspections, Pipeline Safety Staff provide technical assistance by investigating consumer complaints of inadequate service quality.

In 2000, Staff initiated a Show Cause docket regarding a pipeline safety inspection of Arkla's Russellville District. In early 2001, the Commission approved a settlement which resulted in correction of certain probable violations of the Arkansas Gas Pipeline Code, payment of a civil penalty and an agreement to develop a bare steel and cast iron gas main replacement tariff. This docket is currently pending. Also, in 2000, Des Arc Municipal Gas Company completed a five-year plan to replace certain ABS gas pipeline.

Telecommunications Quality of Service Re-

Staff conducts ongoing evaluations of the quality of service provided by both incumbent and competitive local exchange carriers in Arkansas. The Commission's *Telecommunications Providers Rules* establish standards in areas which include the following: 1) noise and loss associated with customer lines and network circuits; 2) capacity and operations of switching machines; 3) methods and quality of new construction; 4) responses to requests for service connection; 5) restoration of



Section 4 - Commission Reviews of Utility Operations

service; and, 6) general maintenance of facilities. An evaluation of each company is conducted at least once every two years to compare their performance against these standards.

During 2000, quality of service reviews were conducted in 88 exchange areas of 14 incumbent local exchange carriers and in areas served by 8 competing local exchange carriers. Section staff members reviewed maintenance programs and conducted service tests and inspections of both central office and outside plant operations, and of transmission quality. Where deficiencies were found, each company submitted corrective action reports to correct the noted problems. Follow-up reviews were conducted as required to ensure that the problems were corrected and that performance was improved.

Compliance Audits

Under authority of Ark. Code Ann. §23-4-108, public utilities apply Commission approved automatic adjustment clauses to certain charges collected from ratepayers. Electric and gas utilities currently apply automatic adjustments to the charges recovered from their ratepayers for the cost of fuel, electric distribution cooperatives for cost of debt, and water utilities for cost of pumping.

The General Staff's audit procedures ensure that the adjustment amounts and their recovery are in compliance with the utilities' tariffs as approved by the Commission. The audit procedures meet the requirements of Section 115 (e) of the Public Utility Regulatory Policies Act (PURPA) of 1978 which requires that automatic adjustment clauses be reviewed "not less than every two years". In addition to the biennial review required by PURPA, the General Staff conducts monthly and quarterly desk audits of all cost of fuel, cost of debt, and cost of pumping water adjustments.

During 2000, the General Staff completed 382 monthly and quarterly desk audits and conducted three biennial reviews of electric, gas, and water automatic adjustment mechanisms.

SECTION 5 - FEDERAL AGENCY ACTIVITY

he APSC participates before federal regulatory agencies with a focus on proceedings which effect jurisdictional cost allocation and policy issues. In addition, many issues that are addressed by the APSC in these proceedings are related to continuing efforts to open monopoly energy and telecommunications markets to competition. The following are the most significant proceedings in which the APSC participated.

Federal Energy Regulatory Commission (FERC)

Docket No. ER00-975-000 Southwest Power Pool (SPP)

In late 1999, the SPP filed an application at the FERC under §205 for recognition as an independent system operator (ISO) and a regional transmission organization (RTO). In January 2000, the APSC filed an initial intervention, and jointly filed with Missouri and Kansas a supplement to the intervention and protest. The protest seeks conditions to strengthen the RTO relative to transmission owners and argues that a request for approval under §203 should also be required. The FERC issued an order denying petition, without prejudice, and providing guidance for the SPP to develop an RTO filing under Order 2000 by October 2000. The SPP filed its new RTO proposal in Docket No. RT01-34-000.

Docket No. EL99-57-000 Entergy Services, Inc.

In April 1999, Entergy Services filed a petition for a declaratory order regarding compliance of a Transco proposal with applicable ISO principles as enumerated in FERC Order 888. The company asserted that a declaratory order will

enable the Transco, which would be an Entergy affiliate, to expand by adding in the transmission assets of other utilities. The Transco would operate, maintain and expand the transmission network. Entergy requested a FERC order by July 1999. The APSC filed a protest. The FERC issued an order in July 1999 approving the Transco as potentially meeting RTO functions and characteristics. The APSC, together with the City Council of New Orleans and the Louisiana Public Service Commission, filed a petition for rehearing which is pending.

Docket No. EC98-40-000

American Electric Power and Central and Southwest Corp. Merger Application

The APSC intervened in 1998. In November 1999 the ALJ issued an Initial Decision approving the merger as requested. The APSC filed its brief in response in December 1999. The FERC issued an order conditionally approving the merger in March 2000. In May 2000, the FERC granted in part and denied in part the motion for re-hearing. The FERC subsequently accepted the applicants' compliance filing.

Docket Nos. EC00-27-000 and EC00-28-000 United Inc. and St. Joseph Light and Power Co. and UtiliCorp United Inc. and the Empire District Electric Company

UtiliCorp United, St. Joseph and Empire District filed a merger application with the FERC. The companies' testimony asserted that because the merged company would be relatively small, no market power concerns should impede approval. The APSC intervened in December 1999. In July 2000, the FERC issued an order authorizing the merger. However, the companies withdrew



their application in December 2000. The APSC had denied the merger application and a Petition for Rehearing was pending.

Docket No. ER00-2854-000 Entergy Services, Inc.

Entergy Services, Inc. filed before the FERC, on behalf of its operating companies, several amendments to the System Agreement which were to facilitate the introduction of retail competition in Texas and Arkansas. The amendments provide the procedures for an Operating Company, that is subject to retail access, to withdraw from the System Agreement, with the exception of the transmission provisions. The APSC intervened and the FERC issued an order consolidating the case with Louisiana PSC,et al v. Entergy Corp., et al, and setting the case for hearing. The ALJ ordered the date for initial decision to be May 2, 2001. A new procedural schedule was issued as a result of the consolidation of a third case, LPSC v. Entergy Services, EL 95-33-002 into this case. The hearing began in March 2001 and briefs and reply briefs have been filed.

Docket No. EL00-66-000

Louisiana Public Service Commission (LPSC) and the Council of the City of New Orleans (CNO) v. Entergy Corp., Entergy Services, Entergy Louisiana, Entergy Arkansas, Entergy Mississippi, Entergy New Orleans and Entergy Gulf States

A complaint at the FERC seeking revision to the Entergy System Agreement to protect Louisiana ratepayers in the event that retail competition is implemented in Texas and Arkansas was filed by the LPSC and CNO. Specifically, the complainants sought to maintain access to inexpensive coal-fired generation plants in Arkansas. The APSC intervened and the FERC issued an order consolidating the case with Entergy Services, Inc., No. ER00-2854-000 and setting the case for hearing.

Docket No. ER00-1743-000 Entergy Services, Inc.

Entergy filed a *Pro Forma* Interconnection Agreement and Interconnection Procedures pursuant to §205 of the Federal Power Act to standardize the process for new generators to attach to Entergy's electric transmission system. The agreement will govern the rights and responsibilities of Entergy and the new generators. The APSC has filed an intervention.

Docket No. RT01-75-000

Entergy Services, Inc., on behalf of Entergy Arkansas, Inc.

In October 2000, Entergy filed an Application for approval of an RTO and Approval of the Transfer of transmission assets. application is the first phase of compliance with Order No. 2000. The APSC intervened. Entergy filed its §205 application in December 2000 for approval of its rate proposal, an Open Access Distribution Services tariff, a Transmission Cost Transition Agreement and notice of cancellation of the MSS-2, transmission equalization of the Entergy System Agreement. In March 2001, the FERC issued an Order granting Entergy's proposed Transco board selection process. Also, the FERC directed Entergy and the SPP to clarify their relationship and to attempt to enlist additional utilities into their RTO and to file a report on any progress by May 25, 2001.

Docket No. EC01-33-000 and ER01-543-000 FPL Group, Inc. and Entergy Corporation

In December 2000, the FPL Group (Florida Power and Light) and Entergy filed at the FERC under §203 to transfer their assets to a new, merged company and under Section 205 for approval of a System Integration Agreement. The APSC filed its intervention. In April 2001, the two companies withdrew their application and terminated the merger.



Docket No. RTO1-34-000 Southwest Power Pool (SPP)

The FERC accepted the SPP's filing of an Application for approval of a Regional Transmission Organization in compliance with Order 2000. The APSC intervened in October 2000. In March 2001, the FERC issued an order denying RTO status to the SPP and directed the SPP to clarify its relationship with Entergy, seek additional utilities to join, and file a report on any progress on May 25, 2001.

Docket No. RP00-482-000

Reliant Energy Gas Transmission Company (REGT)

REGT filed tariff sheets to comply with FERC Order No. 637. The APSC filed notice of an intervention and protest stating that REGT's filing incorporates tariff proposals, some of which exhibit deficiencies and should be corrected prior to FERC approval. The APSC's protest further stated that FERC approval of REGT's tariff changes should be subject to refund, pending the outcome of any appeals. This case is pending.

Docket No. CP00-190-000

Reliant Energy Gas Transmission Company (REGT)

In April 2000, the APSC filed to intervene and monitor a filing by REGT for authorization to construct and operate certain facilities to serve Acme Brick Company's plant located in Clarksville, Arkansas. Acme Brick is presently a transportation customer of Arkansas Western Gas Company (AWG), a gas utility located in Fayetteville, AR. The filing, if approved by the FERC, would constitute a bypass of AWG's system. This case is pending.

Docket No. RP00-257-000

Ozark Gas Transmission, L.L.C. (Ozark)

In May 2000, the APSC intervened in Ozark's filing for a general rate increase of approximately \$6.4 million to be effective June 1, 2000. The APSC filed a

protest of Ozark's filing stating that the proposed tariffs may be unjust, unreasonable, unduly discriminatory, or otherwise unlawful. Ozark filed a Stipulation and Agreement of Settlement (settlement), of which the APSC was a party, resolving all issues raised in this The settlement rates proceeding. considerably lower than Ozark's requested rates. The Settlement further provides that: (1) Ozark file a certificate application to roll-in the facilities of Arkansas Western Pipeline (AWP) into Ozark's pipeline system, (2) Ozark file for FERC approval to offer No-Notice Service, and (3) Ozark amend its proposed penalty revenue crediting mechanism in FERC Docket No. RP00-408. In December 2000, the FERC issued an order approving the uncontested settlement filed in this proceeding.

Docket No. CP01-21-000

Ozark Gas Transmission, L.L.C. (Ozark) and Arkansas Western Pipeline, L.L.C. (AWP)

In November 2000, the APSC intervened in this joint certificate application filing by Ozark and AWP. Under the terms of a rate case settlement in CP00-257, AWP facilities will be rolled into Ozark's system allowing AWP and Ozark customers to avoid paying transportation rates on both systems.

Securities and Exchange Commission (SEC)

File No. 70-8861

Entergy Nuclear

At issue in this proceeding is whether Entergy should form a separate nuclear subsidiary and offer services/expertise to other nuclear utilities. The APSC filed an intervention and a Supplemental Protest and Request for Hearing in July and August 1996, respectively. A contract to run and



decommission the Maine Yankee power plant was announced in January 1997. A purchase by Entergy of the Pilgrim Nuclear Power Station from Boston Edison was announced in December 1998. This case is pending.

File No.70-9123 Entergy Corp.

In October 1997, Entergy filed an application with the SEC requesting authorization to increase its level of guarantees to non-utility subsidiaries to \$750 million. It also requested waivers of certain sections of PUHCA, which would allow it to reorganize its non-affiliate subsidiaries in order to make public sales of a portion of its non-regulated business only. In March 1998, the APSC filed its Notice of Intervention, Protest, and Request for Hearing. This case is pending.

File No. 70-9049 Entergy Corp.

In May 1998, Entergy filed an application for a waiver of the SEC's Rule 53 "safe harbor" limits. If granted, the waiver would allow Entergy to invest up to 100% of consolidated retained earnings in foreign utility companies and exempt wholesale generators. The APSC's intervention, protest, and request for hearing was filed in November 1998. In April 2000, the APSC and Entergy reached agreement for conditional approval of the request, which was filed with the SEC. This case is pending.

File No. 70-9381
American Electric Power (AEP) and
Central and South West Corp. (CSW)

This is an AEP filing that proposes to acquire by means of merger all of CSW common stock and all of CSW's four electric utility

subsidiary companies. The APSC intervened in April 1999. In June 2000, the SEC authorized the merger and approved the amended service agreements.

Federal Communications Commission (FCC)

CC Docket No. 97-100

In the Matter of American Communications Services, Inc. & MCI Telecommunications Corp. Petitions for Expedited Declaratory Ruling Preempting Arkansas Telecommunications Regulatory Reform Act of 1997 Pursuant to Sections 251, 252, and 253 of the Communications Act of 1934, as amended.

In December 1999, the FCC released an order preempting parts of Arkansas Act 77. Specifically, the FCC preempted the second sentence of Section 9(d), the first sentence of 9 (i), and subsections 10(b) and (c). The FCC held the petitions seeking preemption in abeyance to the extent that they request preemption based on the Supremacy Clause and Sections 214(e) and 254 of the Federal Communications Act. The order states that the abeyance will continue until such time as the FCC resolves certain issues regarding the operations of the new federal universal service program.

On preempting parts of Section 10 of Act 77, the FCC noted that some of the enumerated effects which would prevent the APSC from terminating a rural exemption are among the likely economic consequences of any efficient competitive entry, and are therefore, contrary to the federal act. In January 2000, the FCC issued a public notice (DA 00-50) seeking comments regarding whether the Universal Service provisions of the Arkansas act comport with federal law. The FCC has taken no further action on the matter.



CC Docket No. 80-286

Jurisdictional Cost Allocation (Separations) Reform

The FCC is currently evaluating changes to its jurisdictional cost allocation rules. A member of the Commissioners' Staff served as a member of the Joint Board in this proceeding during 2000.

CC Docket No. 94-129

Policies and Rules Concerning Unauthorized Changes of Consumers Long Distance Carriers

In April 2000, the FCC adopted an order which accepted the proposal by state regulatory commissions that would allow the state commissions to resolve slamming disputes. Prior to this order, the APSC indicated that it would accept jurisdiction to resolve slamming disputes if the FCC so requested. Under the order by the FCC, states will be required to follow minimum guidelines to resolve slamming complaints established by the FCC. The states are not required to join in this enforcement method. However, thirty-five states have committed to participate, including Arkansas.



he National Association of Regulatory Utility Commissioners (NARUC) is a nonprofit organization founded in 1889. NARUC membership is composed of the governmental agencies that are engaged in the regulation of utilities and carriers in the fifty states, the District of Columbia, Puerto Rico, and the Virgin Islands. NARUC's objective is to improve the quality and effectiveness of public regulation of utilities and carriers.

Commissioners

Sandra L. Hochstetter Committee on Electricity

Lavenski R. Smith Committee on Finance and Technology

Betty C. Dickey Committee on Communications Committee on Consumer Affairs

Commissioners' Staff

D. David Slaton Staff Subcommittee on Administrative Law Judges

Sarah Bradshaw Staff Subcommittee on Law

Sam Loudenslager
Staff Subcommittee on Communications
Staff Subcommittee on Consumer Affairs

David Lewis
Staff Subcommittee on Gas

Richard House Staff Subcommittee on Strategic Issues NARUC operates through committees and subcommittees. Those groups advance regulation through study and discussion of the operation and supervision of public utilities and carriers. Through promoting coordinated action by the commissions, the organization serves to protect the public interest.

The Arkansas Public Service Commission is currently represented by the following committee and subcommittee assignments:

Executive Director

John P. Bethel Staff Subcommittee on Executive Directors

General Staff

Donna Gray Staff Subcommittee on Competition and Performance Analysis

Jeff Hilton
Staff Subcommittee on Accounts

Bret Franks Staff Subcommittee on Depreciation

SECTION 7 - CONSUMER SERVICES

he Consumer Services Section investigates consumer complaints concerning utility issues. Informal complaints can be made by telephone, in writing, or in person. Formal complaints must be made in writing and are resolved by the Commission.

The Consumer Services Section also performs focused inspections to ensure utility compliance with the Commission's General Service Rules and Telecommunications Providers Rules.

Informal Consumer Complaints and Inquiries

During 2000, 20,458 Arkansas customers contacted Consumer Services regarding utility issues. Of the 20,458 contacts, 2,989 or 15%, were classified as informal complaints. Forty-four (44%) percent of the contacts were customers requesting information or referral to another agency and referrals to utilities were made consistent with the requirement of Ark. Code Ann. §23-3-119, which provides that "every complainant shall, before filing a complaint, make a good faith effort to informally resolve with the respondent the situation complained of".

Although complaints represent only 15% of all contacts through Consumer Services, they require significant amounts of time and resources. Complaints involve numerous contacts with utility personnel and General Staff members as well as extensive research to ensure compliance with Commission rules and approved tariffs. Many also require additional technical analysis, field investigation, and written reports. Billing complaints continue to make up the greatest portion of complaints for each industry followed by complaints regarding obtaining service and service quality.

Formal Complaints

In 2000, two formal complaints were filed with the Commission by consumers regarding electric companies.

Other Dockets

In 2000, Consumer Services participated in five other proceedings that came before the Commission. These proceedings involved changes in utility fees, charges, and procedures.

Consumer Services Review of Compliance with PSC General Service Rules and Telecommunications Providers Rules

Compliance inspections regarding specific issues were performed on two electric and one gas utility. These inspections resulted in corrective action being taken by the utilities in response to the findings made by Staff.



Section 7 - Consumer Services

Complaints are analyzed in a variety of ways. Complaint issues are identified specifically both for utility industry groups and for individual utilities. The following tables provide the total written and verbal complaints by type and by industry.

Major Category Complaint Summary By Industry Year Ended December 31, 2000

Written Complaints

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
Billing Service Quality	107 47	19 7	38 10	4 0	168 64
Service Requests	10	2	2	0	14
TOTALS	164	28	50	4	246

Verbal Complaints

TYPE	TELEPHONE	ELECTRIC	GAS	WATER	TOTAL
Billing	760	363	704	19	1,846
Service Quality	308	102	42	1	453
Service Requests	207	135	100	2	444
TOTALS	1,275	600	846	22	2,743

101AL CONFLAINTS 1.455 020 090 20 2.90	TOTAL COMPLAINTS	1.439	628	896	26	2.989
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Section 7 - Consumer Services

Electric Industry

			Company	Company	Company		Complaints
	Arkansas	Complaints	Action	Action	Action		Per 1000
Electric Utility	Customers	To APSC	Correct	Incorrect	Modified	Misc.	Customers
Ark. Electric Coop. Corporation	18	0	0	0	0	0	0.00
Ark. Valley Electric Coop. Corp.	43,624	11	8	2	1	0	0.26
Ashley-Chicot Electric Coop., Inc.	4,937	1	1	0	0	0	0.21
C & L Electric Coop. Corp.	19,869	8	3	1	2	2	0.40
Carroll Electric Coop. Corp.	53,487	11	8	2	1	0	0.21
Clay County Electric Coop. Corp.	11,760	3	2	1	0	0	0.26
Craighead Electric Coop. Corp.	25,485	4	3	0	1	0	0.16
Empire District Electric Co.	668	2	2	0	0	0	0.55
Entergy Arkansas, Inc.	637,165	418	260	34	107	17	0.66
Farmers Electric Coop. Corp.	5,187	0	0	0	0	0	0.00
First Electric Coop. Corp.	65,284	53	32	8	13	0	0.81
Mississippi County Electric Coop.	4,125	0	0	0	0	0	0.00
North Ark. Electric Coop., Inc.	30,278	0	0	0	0	0	0.00
Oklahoma Gas & Electric Co.	59,711	34	18	6	10	0	0.57
Ouachita Electric Coop. Corp.	9,220	2	1	0	1	0	0.22
Ozarks Electric Coop. Corp.	37,701	13	8	2	2	0	0.35
Petit Jean Electric Coop. Corp.	17,143	6	3	1	2	0	0.35
Rich Mounatin Electric Coop., Inc.	7,066	0	0	0	0	0	0.00
South Central Ark. Elec. Coop., Inc.	9,320	1	0	1	0	0	0.12
Southwest Ark. Elec. Coop. Corp.	23,272	7	4	0	3	0	0.30
Southwestern Electric Power Co.	98,441	48	23	12	12	1	0.49
Woodruff Electric Coop. Corp.	18,214	6	3	0	2	1	0.33
TOTALS	1.184.975	628	379	70	158	21	0.53



Section 7 - Consumer Services

Gas Industry

Gas Utility	Arkansas (Customers	Complaints To APSC	Action	Company Action Incorrect	Action	Misc.	Complaints Per 1000 Customers
Arkansas Oklahoma Gas Corp.	46,280	40	30	4	5	1	0.86
Arkansas Western Gas Co. (includes Assoc. Natural Gas. Co.)	130,249	35	26	2	7	0	0.27
Reliant Energy Arkla, a division	444,989	821	369	149	289	14	1.85
of Reliant Energy Resources Corp. TOTALS	621,518	896	425	155	301	15	1.44

Water & Sewer

			Company	Company	Company		Complaints
	Arkansas C	Complaints	Action	Action	Action		Per 1000
Water/Sewer Utility	Customers	To APSC	Correct	Incorrect	Modified	Misc.	Customers
Central Ark. Sewer Systems, Inc.	1,315	0	0	0	0	0	0.00
Riviera Utilities of Ark., Inc.	2,112	0	0	0	0	0	0.00
Sebastian Lake Public Utility Co.	90	1	0	0	0	1	11.11
Shumaker Public Service Corp.	608	0	0	0	0	0	0.00
United Water Arkansas, Inc.	19,221	25	16	5	4	0	1.30
TOTALS	23,346	26	16	5	4	1	1.11



SECTION 7 - Consumer Services

TELEPHONE INDUSTRY

Company	Arkansas Access Lines	Complaints To APSC	Company Action Correct	Company Action Incorrect	Company Action Modified	Misc.	Complaints Per 1000 Customers
ALLTEL Arkansas, Inc.	82,160	94	20	34	27	13	1.14
Ark. Telephone Co., Inc.	8,613	2	1	0	1	0	0.23
Central Ark. Telephone Coop., Inc.	3,207	5	4	1	0	0	1.56
Century/Tel	44,933	316	83	137	75	21	7.03
Cleveland County Telephone Co., Inc.	3,632	1	1	0	0	0	0.28
Decatur Telephone Co., Inc.	1,388	0	0	0	0	0	0.00
E. Ritter Telephone Co.	5,107	1	0	0	0	1	0.20
GTE Southwest, Inc.	221,907	128	39	32	50	7	0.58
Lavaca Telephone Co., Inc.	1,539	0	0	0	0	0	0.00
Madison County Telephone Co., Inc.	2,762	7	4	2	1	0	2.53
Magazine Telephone Co., Inc.	926	2	1	1	0	0	2.16
Mountain View Telephone Co.	5,338	1	0	0	1	0	0.19
Northern Ark. Telephone Co., Inc.	5,988	15	13	1	1	0	2.51
Ozark Telehphone Co. of Missouri	100	1	1	0	0	. 0	10.00
Prairie Grove Telephone Co.	8,209	6	2	3	1	0	0.73
Rice Belt Telephone Co., Inc.	752	0	0	0	0	0	0.00
Scott County Telephone Co., Inc.	116	. 0	0	0	0	0	0.00
South Ark. Telephone Co., Inc.	3,470	5	3	0	1	1	1.44
Southwest Ark. Telephone Coop., Inc.	5,019	1	0	1	0	0	0.20
Southwestern Beil Telephone Co.	667,523	379	185	84	89	21	0.57
Tri-County Telephone Co., Inc.	5,682	2	2	0	0	0	0.35
*Valor Telecommunications of Texas, LL	c	16	1	7	6	2	
Walnut Hill Telephone Co.	4,422	2	2	0	0	0	0.45
Yelcot Telephone Co., Inc.	3,066	5	2	1	2	0	1.63
Yell County Telephone Co.	4,214	4	1	1	2	0	0.95
All Long Distance & CLECS	N/A	446	117	155	141	33	N/A
TOTALS	1,090,073	1,439	482	460	398	99	1.32

^{*}The access lines for Valor are included in the GTE Southwest, Inc. access lines. Valor purchased the territory from GTE Southwest in 2000.

APPENDIX A - JURISDICTIONAL UTILITIES

uring 2000, the Commission carried out its statutory obligation to review and regulate the rates and/or practices of utility companies. The utilities under the Commission's jurisdiction in 2000 are listed below:

Investor-Owned Electric Utilities	
Electric Cooperatives	18
Investor-Owned Gas Utilities	
Natural Gas Operators	
Master Meter Gas Operators	
Water and Sewer Utilities	
Incumbent Local Exchange Carriers	
Competitive Local Exchange Carriers	
Interexchange Carriers, Private Pay Telephone Providers	
TOTAL	698

Investor-Owned Electric Utilities

Empire District Electric Company, (The) Entergy Arkansas, Inc.

Oklahoma Gas and Electric Company Southwestern Electric Power Company

Electric Cooperatives

Arkansas Electric Cooperative Corporation
Arkansas Valley Electric Cooperative Corp.
Ashley-Chicot Electric Cooperative, Inc.
C & L Electric Cooperative Corporation
Carroll Electric Cooperative Corporation
Clay County Electric Cooperative Corporation
Craighead Electric Cooperative Corporation
Farmers Electric Cooperative Corporation
First Electric Cooperative Corporation

Mississippi County Electric Cooperative, Inc.
North Arkansas Electric Cooperative, Inc.
Ouachita Electric Cooperative Corporation
Ozarks Electric Cooperative Corporation
Petit Jean Electric Cooperative Corporation
Rich Mountain Electric Cooperative, Inc.
South Central Ark. Electric Cooperative, Inc.
Southwest Arkansas Electric Coop. Corporation
Woodruff Electric Cooperative Corporation



Investor-Owned Gas Utilities

Arkansas Oklahoma Gas Corporation

Arkansas Western Gas Company and its
division, Associated Natural Gas Company
Reliant Energy Arkla, a division of Reliant
Energy Resources Corp.

Natural Gas Operators

Augusta City Light Water and Gas Des Arc Municipal Gas Company DeValls Bluff Natural Gas System **Enogex Arkansas Pipeline Corporation** (Searcy Gas Gathering) Entergy Georgia Pacific Corporation Gruy Petroleum Management Co. Harrisburg Water and Gas Division Hazen Natural Gas Company Integrated Services, Inc. Jonesboro City Light & Water Lion Oil Company LKL Pipeline Company MKP Production Company Magnolia Gas Company Magnolia Gas Transmission Company Natural Gas Pipeline Company of America North Crossett Gas & Water Company Reliant Energy Field Services Corporation Reliant Energy Gas Transmission Company Reliant Energy Pipeline Services Sulphur River Gathering Whiting Petroleum Corporation

Master Meter Gas Operators

3801 Inc. (Apartments)
Adams Mobile Home Park
AIMCO (Apartments)
Affordable Residential Comm. (MHP)
Allison Trailer Park
Alpha Property Management, Inc. (Apartments)
Arkansas Court Apartments
Arkoma, Inc. (Mobile Home Park)
Associate Management (Apartments)
Augusta Housing Authority
Autumn Run Mobile Home Park
B&G Mobile Home Park
Bailey Properties Corporation (Apartments)

Bald Knob Housing Authority Bart Gray Realty (Apartments) Batesville Housing Authority Beaver Lake Mobile Home Park Beebe Housing Authority Bellefonte Mobile Home Park Berryville Mobile Home Park Billings Trailer Park Boonstra Mobile Home Park Boucher & Slack Enterprises (Apartments) Brand New Hope Mobile Home Park **Brinkley Housing Authority** Bruck Trailer Park Buck's Trailer Park CIC Arms Apartments Cabin Court Apartments Camden Housing Authority Carter Investments - Oakridge (Apartments) Chateau Rental Properties (Apartments) Chateau West Apartments Civitan Apartments Clara Knight Mobile Home Park Clarendon Housing Authority Coffman Investments (Apartments) Colonial Arms Apartments Colonial Estates Mobile Home Park Colonial Oaks Apartments Con-Ivie Gardens Apartments Conway Housing Authority Cottage Apartments & Trailers Cotton Plant Housing Authority Country Manor Mobile Home Park Country Oaks Mobile Home Trailer Park Countryside Mobile Home Park D&C Trailer Park Dale Martin Trailer Park **Dallas Gross Apartments** Dan Epperly Apartments Danny Thomas Managements (Apartments) Dardenelle Retirement Center (Apartments) Dardenelle Housing Authority **David Bassett Apartments Delmarr Apartments** Des Arc Housing Authority Dewar Properties (Apartments) Dhein's Mobile Home Park Earle Housing Authority Eaton Trailer Park **Ed Cook Apartments** Ed Russell Apartments 11th Street Mobile Home Park Elm Springs Trailer Park Evans Mobile Home Park Faucette Realty (Apartments) Fick Street Apartments First Capitol Management Group (Apartments)

Forrest City Housing Authority



Master Meter Gas Operators (Continued)

Fort Smith Housing Authority
Fountain Plaza Apartments
Gage Trailer Park
Gar Creek Trailer Park
Garden Valley Apartments
Georgetown Apartments
Green Acres Mobile Home Park
Green Elf Court Apartments

Guaranty Loan and Realty (Apartments)
Guffey Properties (Mobile Home Park)

Happy Pines Mobile Home Park

Harris Trailer Park Harsted, Inc. (Apartments)

Hartgrave Trailer Park

Heber Springs Housing Authority

Heritage Park Apartments Hermitage Park Apartments

Hewett Springs Mobile Home Gardens Hickory Ridge Housing Authority

Highcliff Apartments
Hill Top Mobile Home Park
Hilltop Mobile Home Park
Hoxie Housing Authority

Hudson Realty Company (Apartments)

Hughes Housing Authority

Indian Hills Estates Mobile Home Park Jarrett Property Management (Apartments)

Jim Peacock Realty (Apartments)

Jones Trailer Park

Keathley Enterprises (Mobile Home Park)

Keller's Mobile Home Park Kohner Properties (Apartment) Krebs Rentals (Mobile Home Park) L&K Properties (Apartments)

Lakeland Trailer Park

Lakeside Resort Mobile Home Park Leta Wagner Mobile Home Park Lindsey Management (Apartments) Little Rock Housing Authority

Little's Trailer Park

Logan Township Gas Users Association

Love's Apartments

Magnolia Housing Authority

Mammoth Spring Housing Authority

Manila Housing Authority Marianna Housing Authority

McClure Realty

McCrory Housing Authority

Melody Trailer Court

Mena & Polk Co. Housing Authority

Midway Park Midway Trailer Park Mobile Home Village (71) Monte Ne Mobile Home Park

Moore Apartments

Morgan's Trailer Park Motor Inn Trailer Park

Mountain Home Mobile Home Park

Mr. James Love (MHP)

Mr. John Brown Apartments

Mr. Osco Honeycutt (Apartments)

Mr. Lonnie Green Apartments

Newport Housing Authority

Nine Elms Mobile Home Park Nancy Barthel Apartments

Out-in-the-Woods Apartments

Ozark Land Development (Mobile Home Parks)

Painter's Mobile Home Park Paragould Housing Authority Parkin Housing Authority Parkway Crossing Apartments Pearson's Trailer Park

Pharr Apartments and Trailer Pine Meadow Trailer Park Piney Woods Apartments Pocahontas Housing Authority

Poplar Square Apartments Pro Realty (Apartments)

Property Management, Inc. (Apartments)

Protho Manor Apartments

Purnell Properties

RPS Management Company L.P. (Apartments)

Rector Housing Authority

Rector-Phillips-Morse (Apartments) Remount Road Mobile Home Park Rental Management, Inc. (Apartments)

Rison Housing Authority Riverside, Inc. (Apartments) Ro-Lynn Hills Mobile Home Park

Rockway

Rolling Hills Mobile Home Park

Royal Oak Apartments
Ruffs Mobile Home Park
Rutherford Mobile Home Park
Salem Housing Authority
Scholars Inn Apartments
Shady Acres Mobile Home Park
Shady Rest Court Mobile Home Park

Sink Realty (Apartments)
Southgate Village Apartments

Squire Court Limited Partnership (Apartments)

Star Management (Apartments)
State Street Apartments
Suburban Mobile Home Park
Sugarloaf Trailer Park
Suncrest Village Limited
Sunset Village Limited
Taliafaro, Inc. (Apartments)

Tara Apartments
Tara Garden, L.L.C.
Taylor's Mobile Home Park
Terry Lynn Trailer Park
The English Apartments

Town & Country Mobile Home Park



Jurisdictional Utilities

Master Meter Gas Operators (Continued)

Town Houses in the Park Trailwood Mobile Home Park Travis Trailer Park Trent Consulting & Investing Trumann Housing Authority Trumann Mobile Home Park Tucker's Trailer Park United Property Management (Apartments) Valley View & Creekside MHPs W-7 Mobile Park Wards Mobile Home Park Warren Housing Authority Washington Plaza Apartments West Memphis Housing Authority Westpark Meadows Apartments White River Regional Housing Authority Wilbur's Mobile Home Park Willow Wood Apartments Winston Apartments Wood Terrace Apartments Woodridge Estates Mobile Home Park

Water & Sewer Utilities

Central Ark. Sewer Systems, Inc. Riviera Utilities of Ark., Inc. Sebastian Lake Public Utility Co. Shumaker Public Service Corporation United Water Arkansas, Inc.

Incumbent Local Exchange Carriers

Alltel of Arkansas Arkansas Telephone Company Central Arkansas Telephone Cooperative, Inc. CenturyTel of Arkansas, Inc. CenturyTel of Central Arkansas, LLC CenturyTel of Mountain Home, Inc. CenturyTel of Northwest Arkansas, LLC CenturyTel of Northwest Louisiana, Inc. CenturyTel of Redfield, Inc. CenturyTel of South Arkansas, Inc. E. Ritter Telephone Company Madison County Telephone Company Magazine Telephone Company Mountain View Telephone Company Northern Arkansas Telephone Company Ozark Telephone Company Pinnacle Communications Prairie Grove Telephone Company

Rice Belt Telephone Company Scott County Telephone Company South Arkansas Telephone Company Southwest Arkansas Telephone Cooperative Southwestern Bell Telephone Company TDS Telecom - Cleveland County Telephone Company TDS Telecom - Decatur Telephone Company Tri-County Telephone Company Valor Telecommunications of Texas Walnut Hill Telephone Company Yelcot Telephone Company Yell County Telephone Company

Competitive Local Exchange Carriers

@Link Networks, Inc. 1-800-Reconex, Inc. Accutel of Texas, Inc. ACSI Local Switched Services, Inc. d/b/a e.spire Actel Integrated Communications, Inc. Adelphia Business Solutions Investment, LLC ALLTEL Communications, Inc. American Communications Services of L.R. d/b/a e.spire Annox, Inc. Arkansas State Telephone AT&T Communications of the Southwest, Inc. Bar Tel Communications, Inc. Basicphone, Inc. Bellsouth BSE, Inc. Bluestar Networks, Inc.

Broadspan Communications, Inc. d/b/a Primary Network Communications, Inc. Brooks Fiber Communications of Arkansas, Inc.

Business Telecom, Inc. d/b/a BTI Telecommunications Services

Buy-Tel Communications Caprock Communications Corp. CCCAR, Inc. d/b/a Total Connect! CenturyTel Solutions, LLC Choctaw Communications, L.C. d/b/a Smoke Signal Communications Ciera Network Systems, Inc.

Comm South d/b/a Arkansas Comm South

Connect Communications Corp. Connection One Communications Corp.

Connectsouth Communications of Arkansas, Inc.

D.V.C. Enterprises, Inc. d/b/a DVC Telecom

Delta Phones, Inc.

Digital Teleport, Inc. DMJ Communications, Inc.

dPi-Teleconnect, Inc.

DSLNET Communications

EZ Phone, Inc.

EZ Talk Communications



Competitive Local Exchange Carriers (Continued)

Fairpoint Communications Solutions Corp. Gabriel Communications of Arkansas, Inc. Global Crossing Telemanagement, Inc.

Go-Tel, Inc.

Group Long Distance, Inc.

HJN Telecom, Inc.

Hometel, Inc.

Intermedia Communications, Inc.

ITC Deltacom Communications, Inc.

JATO Operating Two Corp.

Kero Communications, Inc.

KMC Telecom III, Inc.

KMC Telecom V, Inc.

Larry Baldwin d/b/a NEA Telecom

Logix Communications Corporation

Lone Star State Telephone Company

Maverix.Com, Inc. d/b/a Maverix.Net

Maxcess, Inc.

Max-Tel Communications, Inc.

MVX.COM Communications, Inc.

Navigator Telecommunications, LLC

Net-Tel Corporation

New Edge Network, Inc. d/b/a New Edge Networks

NOW Communications, Inc.

Omniplex Communications Group, LLC

Pathnet, Inc.

Payroll Advance, Inc.

Pearson-Vail, LLC.

d/b/a Integrated Telecommunication Services

Petit Jean Communications, Inc.

Phone-Link, Inc.

Preferred Carrier Services, Inc.

ONET Communications, Inc.

Reitz Rentals, Inc. d/b/a Southwest Teleconnect

Robert's V.I.P.

SBC Advanced Solutions, Inc.

Servisense.Com, Inc.

Snappy Phone of Texas, Inc.

Southern Telecom Network, Inc.

d/b/a STN Long Distance

Southwestern Bell Telephone Company

Sprint Communications Co. L.P.

State Discount Telephone

State Discount Telephone d/b/a SDT Communications

Supra Telecommunications & Information Systems,

Suretel, Inc.

Talk.com Holding Corp. d/b/a The Phone Co. and

d/b/a Network Services of New Hope

TCA Communications

Tele-Save

Teligent, Inc.

Tel-South Communications

Tipton Construction Company of Texas, Inc.

d/b/a Advanced Communications Techniques

Trans national Telecommunications, Inc.

d/b/a TNT Prepaid

Universal Telecom, Inc.

d/b/a Universal Communications, Inc

US Telco, Inc.

US West Interprise America, Inc.

d/b/a Interprise America, Inc.

USLD Communications, Inc.

Vantage Telecom, LLC

VARTEC Telecom, Inc.

Vast-Tel Communications, Inc.

Vectris Telecom, Inc.

Verizon Select Services, Inc.

Winstar Wireless, Inc.

Interexchange Carriers and Private Pay Telephone Providers

01 Communications of Arkansas

360Networks (USA) Inc.

A South Pay Phones

ACC National Long Distance Corp.

Access One, Inc.

Access Point, Inc.

ACN Communication Services, Inc.

Adelphia Telecommunications, Inc.

Advanced Communications, Inc.

d/b/a Advanced Payphones

Advanced Tel, Inc. d/b/a EATEL

Advantage Telecommunications, Corp.

Affinity Corporation

Affinity Network Incorporated

Airnex Communications, Inc.

Alliance Group Services, Inc.

Alternate Communications Technology, Inc.

d/b/a ACT

American Farm Bureau, Inc.

d/b/a The Farm Bureau(R)

American Metrocomm Long Distance Corp.

American Telecommunications Systems, Inc.

American Nortel Communications, Inc.

American Network Exchange, Inc.

American Long Lines, Inc.

Americatel Corporation d/b/a 1023 Americatel

AmeriVision Communications, Inc.

A.R.C. Networks, Inc.

Arkansas Payphone, Inc.

Arrival Communications, Inc.

Artech, LLC

AS Telecommunications, Inc.

d/b/a Allstar Telecom

ASC Telcom, Inc.

ATI, Inc. d/b/a Advanced Telecom

Intergrations, Inc.

Interexchange Carriers and Private Pay Telephone Providers (Continued)

Atlantic Telephone Company, Inc.

Atlas Communications, LTD d/b/a Atcom

AXES, Inc. d/b/a AXCES International

BCGI Communications Corp.

Bell Atlantic Communications, Inc.

d/b/a Verizon Long Distance

Bellsouth Long Distance, Inc.

Big Planet, Inc.

Blackstone Communications Company

BLT Technologies, Inc.

Broadwing Communications

Broadwing Telecommunications, Inc.

Budget Call Long Distance

Buehner-Fry, Inc.

Burroughs, Hunter

Business Discount Plan, Inc.

Business Calling Plan, Inc.

CA Canada Vending

Cable and Wireless, Inc.

Cable and Wireless Global Card Services, Inc.

CallManage, Inc.

Call Processing, Inc.

Call West Communications

Capsule Communications

Casco Pay Phones

Cash Back Rebates LD.Com, Inc.

CBS Corporation

d/b/a Westinghouse Communications

Century Telecommunications, Inc.

CEO Telecommunications, Inc.

Chancey, Steven Wayne

Cinemark USA, Inc.

Citizens Communications Company

Claricom Networks, Inc.

d/b/a Staples Communications Networks

Coast International, Inc.

Coleman Enterprises, Inc.

Columbia Telecommunications, Inc. d/b/a Axessa

Comtech 21, LLC

Com-Tech Resources d/b/a Com-Tech systems

Combined Billing Corporation

Comcast Business Communications, Inc.

d/b/a Comcast Long Distance

Comdata Telecommunications Services

Communicate Technological Systems, L.L.C.

Communication Telesystems International

Communications Central of Georgia, Inc.

Communications Billing, Inc.

Communigroup of Arkansas, Inc.

Communigroup of K.C., Inc. d/b/a CGI

Concert USA

Congee Communications Corp.

d/b/a Commrad.com

Connect America Communications

Connect!LD, Inc.

Consolidated Billing Provider, LLC

Convergent Communications Services, Inc.

Covista, Inc.

CRG International d/b/a Network One

CTC Communication Corp.

Cybertell Communications, Crop.

D.D.D. Calling, Inc.

Davis, Cole

Devore Communications

Dewey Pruitt

Douglas K. Skokos

E. Ritter Long Distance Company

Eastern Telecommunications, Inc.

Electric Lightwave, Inc.

Encompass Communications, LLC

Enhanced Communications Group L.L.C.

Enhanced Communications Network, Inc.

Enhanced Global Convergence Services, Inc.

Equal Net Communications, Inc.

ERBIA Network, Inc.

Evercom Systems, Inc.

Evolution Networks Midwest, Inc.

eVulkan, Inc. d/b/a BEMANY!

Excel Telecommunications, Inc.

Express Communications

EZTEL Network, LLC

Family Telecommunications, Inc. d/b/a I-link

Federal Transtel, Inc.

Firstworld Communications

FON Digital Network, Inc.

Frank Robbins d/b/a Public-Tel

Free Network, L.L.C., The

Freedom Communications Corp.

Freedomstarr Communications, Inc.

d/b/a Planet Earth Communications and

d/b/a iPhonebill.com

GE Capital Communication Services

d/b/a GE Exchange & GE Capital Exchange

Gerlach Enterprises, Inc.

Globalcom, Inc.

Global Tel*Link Corporation

d/b/a Global TelCoin

Global Time, Inc.

Glyphics Communications, Inc.

GST Net, Inc.

GTC Telecom

GTE Communications Corporation

d/b/a GTE Long Distance

Gulf Communications, L.L.C.

GVC Telecommunications Consulting

Hertz Technologies, Inc.

Hinson, Penny d/b/a H&H Communications, Inc.

Holly, Douglas

Horton Communications

Hotel Connect Management, Inc.

ICG Telecom Group, Inc.

IDT America Corporation

Incomnet Communications Corporation

Interexchange Carriers and Private Pay Telephone Providers (Continued)

Innovative Telecom Corporation

Intelcom, Inc.

Intellicall Operator Services, Inc.

Intercontinental Communications Group, Inc.

d/b/a Fusion Telecom

d/b/a Fusion Trucker Phone

International Exchange Communications, Inc.

d/b/a IE COM

International Telecom, LTD

Isley, Phil

J.D. Services d/b/a American Freedom Network

Jack L. Hunter

James Michael Church

Jirehcom, Inc.

Joan Beard

LCI International Telecom Corp.

LCR Telecommunications

LD.Exchange.Com, Inc.

Least Cost Routing, Inc.

d/b/a Long Distance Charges

Legacy Long Distance International

Legends Communications, Inc.

Lightyear Telecommunications, LLC

Level 3 Communications, LLC

Lignitz, Johnny Lee

Logix Communications Corp.

Long Distance America, Inc.

Long Distance Billing Services, Inc.

Long Distance of Michigan, Inc.

d/b/a LDMI Telecommunications also

d/b/a FoneTel

Lotel, Inc. d/b/a Coordinated Billing Services

Main Street Telephone Company

Matrix Telecom

Maxtel USA, Inc.

Maxwell, Cedrick d/b/a CM.Commercial Payphones

and Vending

Maxxis Communications, Inc.

MCI Telecommunications Corp.

McLaughin Vending

McLeod Telemanagement Services, Inc.

Metrocall, Inc.

Metrophone Telecommunications, Inc.

Miracle Communications, Inc.

Morey, Kevin Udell

MTC Telemanagement Corporation

Myles Stanley Jones

Natel, LLC

Netlojix Telecom, Inc.

Net One International, Inc.

Network Billing Systems, LLC

Network Communicatins International Corp.

Network International, LC

Network Operator Services, Inc.

Network Services Group, Inc.

Network Plus, Inc.

Networkip, LLC

NET2000 Communications Services, Inc.

New Century Telecom, Inc.

New Media Telecommunications, Inc.

New Millennum Conquest Service Corp.

Newsouth Communications Corp.

Nextel Communications, Inc.

Nextlink Long Distance Services, Inc.

Norstan Network Services, Inc.

Norstar Communications, Inc.

d/b/a Business Savings Plan, Inc.

Northwestern Digital Company

NOS Communications, Inc.

NOSVA Limited Partnership

NXLD Company

NYNEX Long Distance Company

d/b/a Verizon Enterprise Solutions

Omnicall

One Call Communications d/b/a Opticom

Onestar Long Distance

Operator Communications, Inc. d/b/a Oncor

Operator Service Company

Opex Communications, Inc.

Ozark Telecom, Inc.

Pac-West Telecom, Inc.

Paetec Communications, Inc.

Paramount International Telecommunications

Parcel Consultants, Inc.

d/b/a Minimum Rate Pricing

Paytel, Inc.

PDS, Inc. d/b/a Phone Debit Systems, Inc.

Peoples Telephone Company, Inc. d/b/a PTC

PF. Net Network Services Corp.

Phoenix Network, Inc.

Phonetel Technologies, Inc.

Phonetime, Inc. d/b/a PT-1

PNG Telecommunications, Inc.

PNV.Net, Inc.

Primus Telecommunications, Inc.

Promise-Net International, Ltd.

Promisevision Technology, Inc.

Protel Advantage, Inc.

d/b/a Long Distance Savings

PT-1 Counsel, Inc.

PT-1 Long Distance, Inc.

QWEST Communications Corporation

Raymond and Pamela Ryba

RCN Telecom Services, Inc.

RDST, Inc.

Reliable Communications

River City Payphones, Inc.

Rocky Mountain Broadband, Inc.

Ronnie L. and Piper P. Erwin

Roy L. Helton d/b/a Delta Pay Phones

RRV Enterprise, Inc. d/b/a Consumer Access

RSL COM Primecall, Inc.

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Appendix A - Jurisdictional Utilities

Interexchange Carriers and Private Pay Telephone Providers (Continued)

RSL COM U.S.A., Inc. Satellink Paging, LLC

SBR, Inc. Shared Communications Services

Siesta Telecom, Inc.

Simmons, Tracy

Single Billing Services, Inc.

d/b/a Asian American Assoc.

Smartstop, Inc.

Smart Way, Inc.

Smith Telecom

Snip Link, LLC

South Delta Communications

Southnet Telecomm Services, Inc.

Special Accounts Billing Group, Inc.

Sprint Payphone Services, Inc.

St. Andrews Telecommunications

Startec Global Licensing Company

Sterling Time Company

StormTel, Inc.

T-Netix, Inc.

T-Netix Internet Services, Inc.

T-Netix Telecommunications

TDS Long Distance, Corp.

Telaleasing Enterprises, Inc.

Telcam Telecommunications Co. of the Americas, Inc.

Telecorp LTD.

Tele-Connect, Inc.

Telecare, Inc.

TeleCents Communications, Inc.

Telecommunications Cooperative Network

Telecommunications Resources, Inc.

d/b/a Telecommunications Resources of Missouri

Teleconnect Long Distance Services and System

Company d/b/a Telecom*USA

Teleglobe Business Solutions, Inc.

Teleglobe USA, Inc.

Telehub Network Services Corp.

Telephone Company of Central FL

Teletrust, Inc.

Telmex USA, LLC

Telscape USA, Inc.

Teltrust Communications Services

Texas Inmate Phones Communications

TLX Communications, Inc.

d/b/a Tel American Long Distance Service and

United Telephone Co

Ton Services, Inc.

Touch America, Inc.

Touch 1 Long Distance, Inc.

Touch 1 Communications, Inc.

Transcommunications Incorporated

Trans National Communications International

Trescom U.S.A., Inc.

Tri-County Long Distance, Inc.

Tri-M Communications

d/b/a TMC Communications

TTI National, Inc.

Twister Communications Network, Inc.

UKI Communications, Inc.

U.S. Republic Communication, Inc.

United Communications Hub, Inc.

United Services Telephone, LLC

United States Advanced Network, Inc.

Univance Telecommunications, Inc.

US West Long Distance, Inc.

US South Communications, Inc.

d/b/a US South d/b/a Incomm

USA Digital Communications, Inc.

USC Telecom, Inc.

Utility.Com, Inc.

Value Added Communications, Inc.

Viatel Services, Inc.

Vocall Communications Corp.

Webnet Communications

West, Connie

Westel, Inc.

Williams Communications, Inc.

Wiltel Network Services, Inc.

Working Assets Long Distance

Worldcom, Inc.

Worldcom Technologies, Inc.

W2COM International, LLC

Z-Tel Communications

Zenex Long Distance, Inc.

Zone Telecom, Inc.



Electric Companies—Arkansas Only Plant Investment; Operating Revenue Year Ended December 31, 1999

			Ratio(%) Operating
Company	Plant Investment	Operating Revenue	Revenue/ Investment
Arkansas Electric Cooperative Corp.	\$1,010,016,952	\$386,884,951	38.30%
Arkansas Valley Electric Cooperative Corp.	\$127,901,313	\$48,187,350	37.68%
Ashley-Chicot Electric Cooperative, Inc.	\$16,961,020	\$6,488,936	38.26%
C & L Electric Cooperative Corp.	\$59,835,025	\$21,848,873	36.52%
Carroll Electric Cooperative Corp.	\$176,185,761	\$59,614,788	33.84%
Clay County Electric Cooperative Corp.	\$36,017,419	\$13,722,359	38.10%
Craighead Electric Cooperative Corp.	\$78,260,353	\$28,614,851	36.56%
Empire District Electric Company	\$13,063,334	\$6,351,796	48.62%
Entergy Arkansas, Inc.	\$5,225,740,876	\$1,500,434,978	28.71%
Farmers Electric Cooperative Corp.	\$12,807,782	\$5,357,443	41.83%
First Electric Cooperative Corp.	\$207,466,194	\$85,378,288	41.15%
Mississippi County Electric Coop., Inc.	\$16,963,710	\$87,266,979	514.43%
North Arkansas Electric Cooperative, Inc.	\$102,168,423	\$34,455,423	33.72%
Oklahoma Gas and Electric Company	\$177,818,233	\$124,418,142	69.97%
Ouachita Electric Cooperative Corp.	\$34,466,737	\$14,288,845	41.46%
Ozarks Electric Cooperative Corp.	\$117,156,548	\$42,817,345	36.55%
Petit Jean Electric Cooperative Corp.	\$51,007,839	\$16,543,788	32.43%
Rich Mountain Electric Cooperative, Inc.	\$24,196,332	\$7,529,397	31.12%
South Central Ark. Electric Coop. Inc.	\$31,389,001	\$12,703,725	40.47%
Southwest Arkansas Electric Coop. Corp.	\$99,195,791	\$34,880,395	35.16%
Southwestern Electric Power Company	\$442,694,298	\$245,378,584	55.43%
Woodruff Electric Cooperative Corp.	\$75,478,440	\$25,587,988	33.90%
TOTALS	\$8,136,791,381	\$2,808,755,224	34.52%



Сотрапу	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average kWh/Per Customer				
Arkansas Electric Cooperative Corporation									
Residential	0	0	\$0	\$0	(
Irrigation	0	0	\$0	\$0	(
Commercial	0	0	\$0	\$0	(
Industrial	0	0	\$0	\$0	(
Public Authority	0	0	\$0	\$0	(
Total Retail	0	0	\$0	\$0					
Wholesale	18	11,323,831,000	\$386,832,848	\$21,490,714	629,101,722				
Other Revenues	N/A	N/A	\$52,103	N/A	N/A				
TOTALS	18	11,323,831,000	\$386,884,951	N/A	N//				
Irrigation Commercial Industrial	0 1,937 11	0 88,140,141 192,301,720	\$0 \$5,261,360 \$6,441,757	\$0 \$2,716 \$585,614	45,503 17,481,973				
	•	, ,		• •	•				
Public Authority	504	7,862,372	\$523,816	\$1,039	15,60				
7 - 1 - 1 D - 1 - 11	43,624	843,291,245	\$47,830,527	\$1.096					
i otal Ketali	10,021	010,201,210	Ψ 77,000,027	+ + 1	19,33				
Wholesale	0	0	\$0	\$0	•				
Wholesale	ŕ								
Total Retail Wholesale Other Revenues TOTALS	0	0	\$0	\$0	19,33 N/A N/A				
Wholesale Other Revenues	0 N/A 43,624	0 N/A 843,291,245	\$0 \$356,823	\$0 N/A	N/A				
Wholesale Other Revenues TOTALS	0 N/A 43,624	0 N/A 843,291,245	\$0 \$356,823	\$0 N/A	N/A				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele Residential	0 N/A 43,624 ectric Cooperative	0 N/A 843,291,245 e, Inc.	\$0 \$356,823 \$48,187,350	\$0 N/A N/A	N/A				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele Residential Irrigation	0 N/A 43,624 ectric Cooperative	0 N/A 843,291,245 e, Inc. 47,769,696	\$0 \$356,823 \$48,187,350 \$3,801,024	\$0 N/A N/A \$1,019	N/ N/				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele Residential Irrigation Commercial	0 N/A 43,624 ectric Cooperative 3,731 222	0 N/A 843,291,245 e, Inc. 47,769,696 9,753,345	\$0 \$356,823 \$48,187,350 \$3,801,024 \$939,688	\$0 N/A N/A \$1,019 \$4,233	N/. N/. 12,80 43,93 21,38				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele Residential Irrigation Commercial Industrial	0 N/A 43,624 ectric Cooperative 3,731 222 966	0 N/A 843,291,245 e, Inc. 47,769,696 9,753,345 20,656,537	\$0 \$356,823 \$48,187,350 \$3,801,024 \$939,688 \$1,665,710	\$0 N/A N/A \$1,019 \$4,233 \$1,724	N/A N/A 12,80 43,93 21,38				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele Residential Irrigation Commercial Industrial Public Authority	0 N/A 43,624 ectric Cooperative 3,731 222 966 0	0 N/A 843,291,245 e, Inc. 47,769,696 9,753,345 20,656,537	\$0 \$356,823 \$48,187,350 \$3,801,024 \$939,688 \$1,665,710 \$0	\$0 N/A N/A \$1,019 \$4,233 \$1,724 \$0	N/A N/A 12,80 43,93				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele	0 N/A 43,624 ectric Cooperative 3,731 222 966 0 18	0 N/A 843,291,245 e, Inc. 47,769,696 9,753,345 20,656,537 0 602,613	\$0 \$356,823 \$48,187,350 \$3,801,024 \$939,688 \$1,665,710 \$0 \$46,005	\$0 N/A N/A \$1,019 \$4,233 \$1,724 \$0 \$2,556	N/A N/A 12,80 43,93 21,38 33,47				
Wholesale Other Revenues TOTALS Ashley-Chicot Ele Residential Irrigation Commercial Industrial Public Authority Total Retail	0 N/A 43,624 ectric Cooperative 3,731 222 966 0 18 4,937	0 N/A 843,291,245 e, Inc. 47,769,696 9,753,345 20,656,537 0 602,613 78,782,191	\$0 \$356,823 \$48,187,350 \$3,801,024 \$939,688 \$1,665,710 \$0 \$46,005	\$0 N/A N/A \$1,019 \$4,233 \$1,724 \$0 \$2,556 \$1,307	N/. N/. 12,80 43,93 21,38 33,47				



Company	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average KWh/Per Customer
C & L Electric Cod	operative Corpora	ation			
Residential	17,403	207,383,649	\$16,087,816	\$924	11,917
Irrigation	621	5,291,871	\$639,935	\$1,030	8,522
Commercial	1,465	49,788,167	\$3,486,134	\$2,380	33,985
Industrial	8	12,986,200	\$773,018	\$96,627	1,623,275
Public Authority	372	5,325,643	\$404,557	\$1,088	14,316
Total Retail	19,869	280,775,530	\$21,391,460	\$1,077	14,131
Wholesale	0	0	\$0	\$0	C
Other Revenues	N/A	N/A	\$457,413	N/A	N/A
TOTALS	19,869	280,775,530	\$21,848,873	N/A	N/A
Carroll Electric Co	ooperative Corpo	ration			
Residential	50,068	650,135,793	\$42,858,854	\$856	12,985
Irrigation	0	0	\$0	\$0	C
Commercial	3,359	151,036,757	\$8,375,970	\$2,494	44,965
Industrial	9	206,793,772	\$6,868,491	\$763,166	22,977,086
Public Authority	51	3,091,769	\$227,563	\$4,462	60,623
Total Retail	53,487	1,011,058,091	\$58,330,878	\$1,091	18,90
Wholesale	0	0	\$0	\$0	(
Other Revenues	N/A	N/A	\$1,283,910	N/A	N/A
TOTALS	53,487	1,011,058,091	\$59,614,788	N/A	N/A
Clay County Electric	c Cooperative Corp	poration			
Residential	10,033	94,686,878	\$7,729,034	\$770	9,438
Irrigation	581	3,676,010	\$426,266	\$734	6,327
Commercial	1,045	43,232,581	\$3,259,097	\$3,119	41,37
ndustrial	11	32,418,720	\$2,006,211	\$182,383	2,947,150
Public Authority	90	1,620,849	\$129,114	\$1,435	18,009
Total Retail	11,760	175,635,038	\$13,549,722	\$1,152	14,93
Wholesale	, 0	0	\$0	\$0	(
o., -	N/A	N/A	\$172,637	N/A	N/A
Other Revenues	N/A	11/17	Φ172,007	N/A	11/2



Company	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average kWh/Per Customer
Craighead Electric	c Cooperative Co	rporation			
Residential	20,488	268,351,006	\$20,195,745	\$986	13,098
Irrigation	1,035	11,120,885	\$1,183,147	\$1,143	10,745
Commercial	3,931	74,438,015	\$5,577,385	\$1,419	18,936
Industrial	7	22,832,394	\$1,244,307	\$177,758	3,261,771
Public Authority	24	581,168	\$49,677	\$2,070	24,215
Total Retail	25,485	377,323,468	\$28,250,261	\$1,109	14,806
Wholesale	0	0	\$0	\$0	C
Other Revenues	N/A	N/A	\$364,590	N/A	N/A
TOTALS	25,485	377,323,468	\$28,614,851	N/A	N/A
Empire District E	lectric Company,	, The			
Residential	2,939	31,385,709	\$2,070,950	\$705	10,679
Irrigation	0	0	\$0	\$0	(
Commercial	634	29,800,941	\$1,720,427	\$2,714	47,005
Industrial	9	59,602,353	\$1,999,156	\$222,128	6,622,484
Public Authority	85	4,784,514	\$243,968	\$2,870	56,28
Total Retail	3,667	125,573,517	\$6,034,501	\$1,646	34,24
Wholesale	1	5,892,069	\$218,391	\$218,391	5,892,069
Other Revenues	N/A	N/A	\$98,904	N/A	N/A
TOTALS	3,668	131,465,586	\$6,351,796	N/A	N//
Entergy					
Residential	541,507	6,492,710,009	\$533,225,113	\$985	11,990
Irrigation	0	0	\$0	\$0	•
Commercial	72,838	4,880,176,747	\$288,675,670	\$3,963	67,000
Industrial	22,341	7,053,918,646	\$335,821,007	\$15,032	315,73
Public Authority	469	236,618,052	\$14,606,264	\$31,143	504,51
Total Retail	637,155	18,663,423,454	\$1,172,328,054	\$1,840	29,29
Wholesale	10	10,806,056,844	\$330,164,489	\$33,016,449	1,080,605,68
Other Revenues	N/A	N/A	-\$2,057,565	N/A	N/A
Other Revenues	,	- 1,	+-,,	,	1,,,



Residential Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS First Electric Cooper		oration			
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS First Electric Cooper					
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS First Electric Cooper		47 110 411	#2.071.770	#700	11 161
Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS First Electric Cooper	4,221	47,110,411	\$3,371,779	\$799	11,161
Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS First Electric Cooper	473	9,624,834	\$917,693 \$957,354	\$1,940 \$1,978	20,348 32,160
Public Authority Total Retail Wholesale Other Revenues TOTALS First Electric Cooper	484	15,565,483	\$957,35 4 \$0	\$1,978 \$0	32,100
Total Retail Wholesale Other Revenues TOTALS First Electric Cooper	0 9	0 400,560	\$28,737	\$3,193	44,507
Wholesale Other Revenues TOTALS First Electric Cooper	5,187	72,701,288	\$5,275,563	\$1,017	14,016
Other Revenues TOTALS First Electric Cooper	3,187	72,701,288	\$0,273,303	\$1,017	14,010
TOTALS First Electric Cooper	N/A	N/A	\$81,880	N/A	N/A
_	5,187	72,701,288	\$5,357,443	N/A	N/A
Residential	rative Corpora	tion			
	62,415	831,208,705	\$62,745,365	\$1,005	13,317
Irrigation	368	39,259,181	\$2,963,391	\$8,053	106,683
Commercial	2,150	141,936,242	\$9,049,932	\$4,209	66,017
Industrial	2	270,740,107	\$7,904,897	\$3,952,449	135,370,054
Public Authority	349	19,624,647	\$1,180,876	\$3,384	56,231
Total Retail	65,284	1,302,768,882	\$83,844,461	\$1,284	19,955
Wholesale	0	0	\$0	\$0	C
Other Revenues	N/A	N/A	\$1,533,827	N/A	N/A
TOTALS	65,284	1,302,768,882	\$85,378,288	N/A	N/A
Mississippi County E	Electric Coope	rative, Inc.			
Residential	3,496	49,616,992	\$2,865,382	\$820	14,193
Irrigation	105	2,486,158	\$151,549	\$1,443	23,678
Commercial	465	16,669,829	\$855,372	\$1,840	35,849
Industrial	17	2,878,361,746	\$83,264,669	\$4,897,922	169,315,397
Public Authority	42	1,492,747	\$94,254	\$2,244	35,542
Total Retail	4,125	2,948,627,472	\$87,231,226	\$21,147	714,819
Wholesale	۰,129 0	2,940,027,172	\$0	\$0	(114,01
Other Revenues	_	U	ΨΟ	ΨΟ	•
TOTALS	N/A	N/A	\$35,753	N/A	N/A



Company	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average KWh/Per Customer
North Arkansas E	lectric Cooperati	ve, Inc.			
Residential	27.588	315,994,780	\$24,125,185	\$874	11,454
Irrigation	0	0	\$0	\$0	C
Commercial	2,348	86,661,573	\$5,644,675	\$2,404	36,909
Industrial	5	82,258,744	\$3,874,322	\$774,864	16,451,749
Public Authority	337	5,843,773	\$430,302	\$1,277	17,341
Total Retail	30,278	490,758,870	\$34,074,484	\$1,125	16,208
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$380,939	N/A	N/A
TOTALS	30,278	490,758,870	\$34,455,423	N/A	N/A
Oklahoma Gas an	d Electric Compa	ny			
Residential	50,504	633,300,113	\$36,094,098	\$715	12,540
Irrigation	0	0	\$0	\$0	C
Commercial	7,755	648,771,352	\$27,604,853	\$3,560	83,658
Industrial	439	1,036,216,313	\$30,955,776	\$70,514	2,360,402
Public Authority	992	103,368,538	\$5,164,996	\$5,207	104,202
Total Retail	59,690	2,421,656,316	\$99,819,723	\$1,672	40,571
Wholesale	21	731,942,616	\$24,237,255	\$1,154,155	34,854,410
Other Revenues	N/A	N/A	\$361,164	N/A	N/A
TOTALS	59,711	3,153,598,932	\$124,418,142	N/A	N/A
Ouachita Electric	Cooperative Cor	poration			
Residential	8,109	90,879,761	\$6,989,871	\$862	11,207
Irrigation	0	0	\$0	\$0	C
Commercial	884	52,733,422	\$3,614,023	\$4,088	59,653
Industrial	12	61,368,202	\$3,331,421	\$277,618	5,114,017
Public Authority	215	2,159,626	\$164,350	\$764	10,045
Total Retail	9,220	207,141,011	\$14,099,665	\$1,529	22,466
Wholesale	0	0	\$0	\$0	C
Other Revenues	N/A	N/A	\$189,180	N/A	N/A
TOTALS	9,220	207,141,011	\$14,288,845	N/A	N/A



Company	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average kWh/Per Customer
Ozark Electric Co	operative Corpora	tion			
Residential	36,539	459,545,512	\$30,885,222	\$845	12,577
Irrigation	0	0	\$0	\$0	0
Commercial	717	25,403,788	\$1,636,790	\$2,283	35,431
Industrial	245	161,010,697	\$8,887,507	\$36,276	657,187
Public Authority	200	11,693,201	\$843,324	\$4,217	58,466
Total Retail	37,701	657,653,198	\$42,252,843	\$1,121	17,444
Wholesale	0	0	\$0	\$0	0
Other Revenues	N/A	N/A	\$564,502	N/A	N/A
TOTALS	37,701	657,653,198	\$42,817,345	N/A	N/A
Petit Jean Electri	c Cooperative Cor	poration			
Residential	15,575	161,629,691	\$11,790,145	\$757	10,378
Irrigation	0	0	\$0	\$0	O
Commercial	1,283	45,872,545	\$3,014,258	\$2,349	35,754
Industrial	8	19,534,960	\$1,227,425	\$153,428	2,441,870
Public Authority	277	4,817,485	\$368,298	\$1,330	17,392
Total Retail	17,143	231,854,681	\$16,400,126	\$957	13,525
Wholesale	0	0	\$0	\$0	c
Other Revenues	N/A	N/A	\$143,662	N/A	N/A
TOTALS	17,143	231,854,681	\$16,543,788	N/A	N/A
Rich Mountain El	ectric Cooperative	e, Inc.			
Residential	6,744	87,727,410	\$6,666,126	\$988	13,008
Irrigation	0	0	\$0	\$0	C
Commercial	322	11,643,902	\$787,216	\$2,445	36,161
Industrial	0	0	\$0	\$0	C
Public Authority	0	0	\$0	\$0	(
Total Retail	7,066	99,371,312	\$7,453,342	\$1,055	14,063
Wholesale	0	0	\$0	\$0	C
Other Revenues	N/A	N/A	\$76,055	N/A	N/A
TOTALS	7,066	99,371,312	\$7,529,397	N/A	N/A



Company	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average kWh/Per Customer
South Central Arka	nsas Electric Co	operative, Inc.			
Residential	8,846	99,875,249	\$7,062,422	\$798	11,290
Irrigation	1	137,760	\$13,133	\$13,133	137,760
Commercial	457	12,574,465	\$859,232	\$1,880	27,515
Industrial	8	118,815,941	\$4,673,026	\$584,128	14,851,993
Public Authority	8	183,582	\$15,824	\$1,978	22,948
Total Retail	9,320	231,586,997	\$12,623,637	\$1,354	24,848
Wholesale	0	0	\$0	\$0	C
Other Revenues	N/A	N/A	\$80,088	N/A	N/A
TOTALS	9,320	231,586,997	\$12,703,725	N/A	N/A
Residential	21,630	286,110,262	\$20,496,203	\$948	13,227
	ŕ	•	•	• •	•
Residential Irrigation Commercial	21,630 0 1,623	286,110,262 0 62,295,484	\$20,496,203 \$0 \$4,420,993	\$948 \$0 \$2,724	O
Irrigation	0	0	\$0	\$0	38,383
Irrigation Commercial	0 1,623	0 62,295,484	\$0 \$4,420,993	\$0 \$2,724	38,383 30,782,521
Irrigation Commercial Industrial	0 1,623 6	0 62,295,484 184,695,125	\$0 \$4,420,993 \$9,428,346	\$0 \$2,724 \$1,571,391	38,383 30,782,521 36,659
Irrigation Commercial Industrial Public Authority	0 1,623 6 13	0 62,295,484 184,695,125 476,562	\$0 \$4,420,993 \$9,428,346 \$34,746	\$0 \$2,724 \$1,571,391 \$2,673	38,383 30,782,521 36,659 22,928
Irrigation Commercial Industrial Public Authority Total Retail	0 1,623 6 13 23,272	0 62,295,484 184,695,125 476,562 533,577,433	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477	38,383 30,782,521 36,659 22,928
Irrigation Commercial Industrial Public Authority Total Retail Wholesale	0 1,623 6 13 23,272 0	0 62,295,484 184,695,125 476,562 533,577,433 0	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0	38,383 30,782,521 36,659 22,928 0 N/A
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues	0 1,623 6 13 23,272 0 N/A 23,272	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A	38,383 30,782,521 36,659 22,928 0
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS	0 1,623 6 13 23,272 0 N/A 23,272	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A	0 38,383 30,782,521 36,659 22,928 0 N/A
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A	38,383 30,782,521 36,659 22,928 0 N/A
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect Residential	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A N/A	38,383 30,782,521 36,659 22,928 0 N/A N/A
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect Residential Irrigation	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp 83,294 0	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395 \$55,339,399 \$0	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A N/A	38,383 30,782,521 36,659 22,928 0 N/A N/A
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect Residential Irrigation Commercial Industrial	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp 83,294 0 13,713	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433 902,672,090 0 835,262,296	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395 \$55,339,399 \$0 \$42,336,018	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A N/A \$664 \$0 \$3,087	38,383 30,782,521 36,659 22,928 0 N/A N/A 10,837 60,910 3,014,857
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect Residential Irrigation Commercial Industrial Public Authority	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp 83,294 0 13,713 567	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433 eany 902,672,090 0 835,262,296 1,709,423,652	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395 \$55,339,399 \$0 \$42,336,018 \$67,285,489	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A N/A \$664 \$0 \$3,087 \$118,669	38,383 30,782,521 36,659 22,928 0 N/A N/A 10,837 60,910 3,014,857 115,450
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect Residential Irrigation Commercial	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp 83,294 0 13,713 567 865	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433 eany 902,672,090 0 835,262,296 1,709,423,652 99,864,150	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395 \$55,339,399 \$0 \$42,336,018 \$67,285,489 \$5,879,134	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A N/A \$664 \$0 \$3,087 \$118,669 \$6,797	13,227 0 38,383 30,782,521 36,659 22,928 0 N/A N/A 10,837 0 60,910 3,014,857 115,450 36,035 997,669,898
Irrigation Commercial Industrial Public Authority Total Retail Wholesale Other Revenues TOTALS Southwestern Elect Residential Irrigation Commercial Industrial Public Authority Total Retail	0 1,623 6 13 23,272 0 N/A 23,272 tric Power Comp 83,294 0 13,713 567 865 98,439	0 62,295,484 184,695,125 476,562 533,577,433 0 N/A 533,577,433 902,672,090 0 835,262,296 1,709,423,652 99,864,150 3,547,222,188	\$0 \$4,420,993 \$9,428,346 \$34,746 \$34,380,288 \$0 \$500,107 \$34,880,395 \$55,339,399 \$0 \$42,336,018 \$67,285,489 \$5,879,134 \$170,840,040	\$0 \$2,724 \$1,571,391 \$2,673 \$1,477 \$0 N/A N/A \$664 \$0 \$3,087 \$118,669 \$6,797 \$1,735	0 38,383 30,782,521 36,659 22,928 0 N/A N/A 10,837 0 60,910 3,014,857 115,450



	No. of Customers	kWh Sold	Revenue	Average Revenue/Per Customer	Average kWh/Per Customer
Company	Customers	kwii Sold	Revenue	Customer	Custome
Woodruff Electric C	Cooperative Cor	poration			
Residential	13,752	166,702,740	\$13,521,274	\$983	12,122
Irrigation	3,759	56,421,464	\$4,670,529	\$1,242	15,010
Commercial	684	54,071,674	\$3,851,358	\$5,631	79,052
Industrial	9	67,099,080	\$3,158,676	\$350,964	7,455,453
Public Authority	10	306,648	\$31,984	\$3,198	30,665
Total Retail	18,214	344,601,606	\$25,233,821	\$1,385	18,920
Wholesale	0	0	\$0	\$0	(
Other Revenues	N/A	N/A	\$354,167	N/A	N/A
TOTALS	18,214	344,601,606	\$25,587,988	N/A	N/A
Industry Total Retail	1,184,923	34,645,383,788	\$1,987,697,049	\$1,677	N/A
INDUSTRY TOTALS	1,184,975	59,508,446,113	\$2,808,755,224	N/A	N/A



Gas Companies—Arkansas Only Plant Investment; Operating Revenue Year Ended December 31, 1999

Company	Plant Investment	Operating Revenue	Ratio (%) Operating Revenue/ Investment
Arkansas Oklahoma Gas Corporation	\$67,473,973	\$44,742,428	66.31%
Arkansas Western Gas Company (includes Assoc. Natural Gas Co.)	207,866,588	\$99,903,677	48.06%
Reliant Energy Arkla, a division of Reliant Energy Resources Corporation	\$416,710,892	\$301,567,798	72.37%
TOTALS	\$692,051,453	\$446,213,903	64.48%



Gas Companies—Arkansas Only Customers; Mcf Sold; Revenues Year Ended December 31, 1999

	No. of	1.07.0.11		Average Revenue/Per	Average MCF/Per
Company	Customers	MCF Sold	Revenues	Customer	Customer
Arkansas Oklahoma Gas Cor	poration				
Residential	40,949	2,970,512	\$22,577,823	\$551	73
Commercial	5,316	3,360,445	\$17,029,095	\$3,203	632
Industrial	10	4,566,197	\$3,683,679	\$368,368	456,620
Public Authority	5	126,997	\$624,913	\$124,983	25,399
Totals Without Other Revenues	46,280	11,024,151	\$43,915,510	\$949	238
Other Revenues	N/A	N/A	\$826,918	N/A	N/A
TOTALS	46,280	11,024,151	\$44,742,428	N/A	N/A
Arkansas Western Gas Comp (includes Assoc. Natural Gas. Co.)	oany				
,	114,450	7,842,154	\$52,072,437	\$455	69
Residential	•	5,943,626	\$30,471,911	\$1,957	382
Commercial	15,567	2,887,395	\$10,790,070	\$46,509	12.446
Industrial	232 0	2,867,393	\$10,790,070	\$ 1 0,309 \$0	12,740
Public Authority		16,673,175	\$93,334,418	\$717	128
Totals Without Other Revenues	130,249			ъ/1/ N/A	
Other Revenues	N/A	N/A	\$6,569,259 \$99,903,677	N/A N/A	<i>N/A</i> N/A
TOTALS	130,249	16,673,175	\$99,903,677	N/A	N/A
Reliant Energy Arkla, a divi	sion of Reliant l	Energy Resour	ces Corporatio	on .	
Residential	394,339	25,682,603	\$182,028,903	\$462	65
Commercial	49,938	16,616,735	\$94,025,321	\$1,883	333
Industrial	712	7,864,282	\$15,974,301	\$22,436	11,045
Public Authority	0	0	\$0	\$0	0
Totals Without Other Revenues	444,989	50,163,620	\$292,028,525	\$656	113
Other Revenues	N/A	N/A	\$9,539,273	N/A	N/A
TOTALS	444,989	50,163,620	\$301,567,798	N/A	N/A
Industry Totals					
Without Other Revenues	621,518	77,860,946	\$429,278,453	N/A	N/A
	621,518	77,860,946	\$446,213,903	N/A	N/A



Incumbent Local Exchange Carriers (ILEC) - Arkansas Only Revenues Year Ended December 31, 1999

	Arkansas	Less	
	Gross	Interstate	Arkansas
Company	Revenues	Revenues	Revenues
ALLTEL Arkansas, Inc.	\$92,028,928	\$21,552,541	\$70,476,387
Arkansas Telephone Company, Inc.	\$6,431,677	\$2,362,874	\$4,068,803
Central Arkansas Telephone Cooperative, Inc.	\$3,028,970	\$983,263	\$2,045,707
Century Telephone of Arkansas, Inc.	\$23,591,760	\$12,059,383	\$11,532,377
Century Telephone of Mountain Home, Inc.	\$19,731,005	\$8,177,794	\$11,553,211
Century Telephone of NW Louisiana, Inc.	\$291,297	\$152,531	\$138,766
Century Telephone of Redfield, Inc.	\$3,647,549	\$729,973	\$2,917,576
Century Telephone of South Arkansas, Inc.	\$1,522,786	\$725,192	\$797,594
Cleveland County Telephone Company	\$3,625,466	\$1,166,545	\$2,458,921
Decatur Telephone Company	\$1,351,713	\$363,831	\$987,882
E. Ritter Telephone Company	\$4,532,563	\$1,639,325	\$2,893,238
GTE Midwest, Inc.	\$46,269	-\$135,272	\$181,541
GTE of Arkansas, Inc.	\$82,970,182	\$33,022,440	\$49,947,742
GTE of the Southwest	\$75,663,390	\$26,440,703	\$49,222,687
Lavaca Telephone Company, Inc.	\$1,670,624	\$452,071	\$1,218,553
Madison County Telephone Co., Inc.	\$4,279,097	\$1,639,714	\$2,639,383
Magazine Telephone Company	\$637,432	\$348,689	\$288,743
Mountain View Telephone Company	\$4,659,920	\$1,964,682	\$2,695,238
Northern Arkansas Telephone Company	\$11,363,592	\$5,745,931	\$5,617,661
Ozark Telephone Company	\$121,205	\$62,418	\$58,787
Prairie Grove Telephone Company	\$8,292,044	\$2,560,224	\$5,731,820
Rice Belt Telephone Company, Inc.	\$1,063,547	\$391,275	\$672,272
Scott County Telephone Company	\$502,730	\$396,052	\$106,678
South Arkansas Telephone Company	\$3,718,573	\$1,195,908	\$2,522,665
Southwest Arkansas Telephone Coop. Inc.	\$7,027,394	\$4,116,919	\$2,910,475
Southwestern Bell Telephone Company	\$714,258,256	\$169,897,869	\$544,360,387
Tri-County Telephone Company	\$7,127,503	\$3,394,152	\$3,733,351
Walnut Hill Telephone Company	\$9,521,732	\$5,053,563	\$4,468,169
Yelcot Telephone C ompany	\$4,415,198	\$1,719,478	\$2,695,720
Yell County Telephone Company	\$5,604,412	\$2,306,055	\$3,298,357
TOTALS	\$1,102,726,814	\$310,486,123	\$792,240,691



Incumbent Local Exchange Carriers (ILEC) - Arkansas Only Access Lines Year Ended December 31, 1999

Company	Residential & Rural	Business	Total Lines
ALLTEL Arkansas, Inc.	82,160	23,269	105,429
Arkansas Telephone Company, Inc.	7,043	1,570	8,613
Central Arkansas Telephone Cooperative, Inc.	2,795	412	3,207
Century Telephone of Arkansas, Inc.	15,269	3,646	18,915
Century Telephone of Mountain Home, Inc.	17,617	5,227	22,844
Century Telephone of NW Louisiana, Inc.	302	45	347
Century Telephone of Redfield, Inc.	1,806	243	2,049
Century Telephone of South Arkansas, Inc.	659	119	778
Cleveland County Telephone Company	3,083	549	3,632
Decatur Telephone Company	824	564	1,388
E. Ritter Telephone Company	4,100	1,007	5,107
GTE Midwest, Inc.	982	223	1,205
GTE of Arkansas, Inc.	100,889	30,238	131,12
GTE of the Southwest	71,915	17,660	89,57
Lavaca Telephone Company, Inc.	1,539	246	1,78
Madison County Telephone Co., Inc.	2,762	844	3,606
Magazine Telephone Company	926	154	1,080
Mountain View Telephone Company	5,338	1,830	7,168
Northern Arkansas Telephone Company	5,988	1,563	7,55
Ozark Telephone Company	100	15	115
Prairie Grove Telephone Company	8,209	1,300	9,509
Rice Belt Telephone Company, Inc.	752	345	1,09
Scott County Telephone Company	116	7	123
South Arkansas Telephone Company	3,470	793	4,263
Southwest Arkansas Telephone Coop., Inc.	5,019	488	5,50
Southwestern Bell Telephone Company	667,523	345,282	1,012,80
Tri-County Telephone Company	5,682	979	6,66
Walnut Hill Telephone Company	4,422	851	5,27
Yelcot Telephone C ompany	3,066	906	3,97
Yell County Telephone Company	4,214	1,417	5,63
TOTALS	1,028,570	441,792	1,470,36



Competitive Local Exchange Carriers (CLEC) - Arkansas Only Revenues Year Ended December 31, 1999

	Arkansas	Less	
Company	Gross	Interstate	Arkansas
	Revenues	Revenues	Revenues
1-800-Reconnect, Inc.	\$147,413	\$0	\$147,413
@link Networks, Inc.	\$0	\$0	\$0
ACSI Local Switched Services d/b/a e.spire	\$1,645,553	\$0	\$1,645,553
Adelphia Business Solutions of AR, LLC	\$2,065,712	\$693,956	\$1,371,756
Alltel Communications, Inc.	\$24,178,010	\$10,309,567	\$13,868,443
American Comm. Services of LR, Inc.	\$1,348,463	\$1,348,463	\$0
Arkansas State Telephone	\$0	\$0	\$0
AT&T Communications of the SW, Inc.	\$162,837,007	\$89,987,257	\$72,849,750
BarTel Communications, Inc.	\$0	\$0	\$0
BasicPhone Incorporated	\$4,196	\$0	\$4,196
Brooks Fiber Communications of AR, Inc.	\$1,470,916	\$147,092	\$1,323,824
Business Telecom, Inc.	\$111,630	\$87,232	\$24,398
Buy-Tel Communications, Inc.	\$343	\$0	\$343
Caprock Telecommunications Corporation	\$167,377	\$150,470	\$16,907
Choctaw Communications, Inc.	\$98,767	\$0	\$98,767
Comm South Companies, Inc.	\$8,297,767	\$0	\$8,297,767
Connect Communications Corporation	\$487,150	\$83,680	\$403,470
DMJ Communications, Inc.	\$0	\$0	\$0
DSLnet Communications, LLC	\$0	\$0	\$0
EZ Phone, Inc.	\$3,311	\$0	\$3,311
EZ Talk Communications, LLC	\$33,919	\$0	\$33,919
Gabriel Communications of Arkansas, Inc.	\$0	\$0	\$0
Global Crossing Telemanagement, Inc.	\$0	\$0	\$0
Go-Tel, Inc.	\$670,444	\$0	\$670,444
Home-Tel, Inc.	\$352,030	\$0	\$352,030
Intermedia Communications, Inc.	\$787,621	. \$312,857	\$474,764
ITC^DeltaCom Communications, Inc.	\$1,167,709	\$679,891	\$487,818
Larry Baldwin dba NEA Telecom	\$25,000	\$0	\$25,000
Level 3 Communications, LLC	\$0	\$0	\$0
Logix Communications Corporation	\$18,183	\$0	\$18,183
Credit Loans Inc. dba Lone Star State Tel. Co.	\$0	\$0	\$0
Max-tel Communications, Inc.	\$581,107	\$0	\$581,107
Navigator Telecommunications, LLC	\$1,183,082	\$94,588	\$1,088,494
NET-tel Corporation	\$12,717	\$9,882	\$2,835
NOW Communications, Inc.	\$0	\$0	\$0
Omniplex Communications Group, LLC	\$22,342	\$757	\$21,585
Payroll Advance, Inc.	\$686	\$0	\$686



Competitive Local Exchange Carriers (CLEC) - Arkansas Only Revenues Year Ended December 31, 1999

	Arkansas	Less	
Company	Gross	Interstate	Arkansas
	Revenues	Revenues	Revenues
Preferred Carrier Services	\$9,388	\$0	\$9,388
Quintelco, Inc.	\$0	\$0	\$0
Snappy Phone of Texas, Inc.	\$10,512	\$0	\$10,512
Sprint Communications Company LP	\$11,951,947	\$0	\$11,951,947
State Discount Telephone	\$18,109	\$0	\$18,109
Sure-Tel, Inc.	\$0	\$0	\$0
Talk.com Holding Corp., f/k/a Tel-Save, Inc.	\$2,589,422	\$1,484,422	\$1,105,000
TCA Communications, Inc.	\$0	\$0	\$0
Teligent Services, Inc.	\$0	\$0	\$0
Tel-South Communications, Inc.	\$0	\$0	\$0
U.S. WEST Interprise America, Inc.	\$49,384	\$49,384	\$0
U.S. Long Distance, Inc.	\$126,617	\$0	\$126,617
Vartec Telecom, Inc.	\$8,324,093	\$4,744,874	\$3,579,219
Winstar Wireless, Inc.	\$666,241	\$0	\$666,241
TOTALS	\$231,464,168	\$110,184,372	\$121,279,796



Competitive Local Exchange Carriers (CLEC) - Arkansas Only Access Lines Year Ended December 31, 1999

Company	Residential & Rural	Business	Total
1-800-Reconnect, Inc.	106	0	106
@link Networks, Inc.	0	0	0
ACSI Local Switched Services d/b/a e.spire	0	9.321	9.321
Adelphia Business Solutions of Ar. LLC	0	5,596	5,596
Alltel Communications, Inc.	3,497	11,887	15,384
American Comm. Services of LR, Inc.	0	52,996	52,996
Arkansas State Telephone	0	0	0
AT&T Communications of the SW, Inc.	0	343	343
BarTel Communications, Inc.	0	0	0
BasicPhone Incorporated	47	0	47
Brooks Fiber Communications of AR, Inc.	0	955	955
Business Telecom, Inc.	0	0	0
Buy-Tel Communications, Inc.	1	0	1
Caprock Telecommunications Corporation	0	0	0
Choctaw Communications, Inc.	575	0	575
Comm South Companies, Inc.	6,909	0	6,909
Connect Communications Corporation	0	188	188
DMJ Communications, Inc.	0	0	0
DSLnet Communications, LLC	0	0	0
EZ Phone, Inc.	0	7	7
FZ Talk Communications, LLC	38	0	38
Gabriel Communications of Arkansas, Inc.	0	0	0
Global Crossing Telemanagement, Inc.	0	0	0
Go-Tel, Inc.	1,961	0	1,961
Home-Tel, Inc.	1,949	0	1,949
Intermedia Communications, Inc.	0	0	0
ITC^DeltaCom Communications, Inc.	0	0	0
Larry Baldwin dba NEA Telecom	300	6	306
Level 3 Communications, LLC	0	0	0
Logix Communications Corporation	0	0	0
Credit Loans Inc. dba Lone Star State Tel. Co.	0	0	0
Max-tel Communications, Inc.	825	0	825
Navigator Telecommunications, LLC	2,032	1,062	3,094
NET-tel Corporation	0	0	0
NOW Communications, Inc.	0	0	0
Omniplex Communications Group, LLC	0	47	47
Payroll Advance, Inc.	134	0	134



Competitive Local Exchange Carriers (CLEC) - Arkansas Only Access Lines Year Ended December 31, 1999

Company	Residential & Rural	Business	Total
Preferred Carrier Services	34	o	34
Ouintelco, Inc.	0	0	0
Snappy Phone of Texas, Inc.	0	0	0
Sprint Communications Company LP	0	0	0
State Discount Telephone	0	0	0
Sure-Tel, Inc.	0	0	0
Talk.com Holding Corp., f/k/a Tel-Save, Inc.	0	0	0
TCA Communications, Inc.	0	0	0
Teligent Services, Inc.	0	0	0
Tel-South Communications, Inc.	0	0	0
U.S. WEST Interprise America, Inc.	0	0	0
U.S. Long Distance, Inc.	0	0	0
Vartec Telecom, Inc.	0	0	0
Winstar Wireless, Inc.	0	0	0
TOTALS	18,408	82,408	100,816



			Ratio (%
	Arkansas	System	Arkansas/Systen
Company	Revenues	Revenues	Revenue
111 Center Street Ltd. Partnership	\$1,379	\$3,831	36.00%
360 Long Distance, Inc. dba Alltel	\$8,976	\$19,531	45.969
A South Pay Phones	\$7,209	\$7,209	100.009
A.R.C. Networks, Inc.	\$0	\$18,886,118	0.009
ACC National LD now AT&T	\$0	\$0	0.009
Accutel Communications, Inc.	\$0	\$0	0.009
ACS Systems, Inc.	\$0	\$1,834,858	0.00
Advanced Management Services, Inc.	\$0	\$0	0.009
Advanced Tel, Inc. d/b/a EATEL	\$0	\$14,693,264	0.009
Advantage Telecommunications, Corp.	\$16,937	\$2,326,707	0.739
Affinity Corporation	\$11,338	\$8,534,856	0.139
Affinity Network, Inc.	\$0	\$4,550,534	0.009
Airnex Communications, Inc.	\$480	\$8,234,811	0.01
Alliance Group Services, Inc.	\$ 624	\$4,544,565	0.019
Alternate Communications Technology, Inc.	\$0	\$461,110	0.00
America One Communications, Inc.	\$0	\$0	0.00
America 's Tele-Network Corp.	\$79,959	\$31,109,377	0.26
American Cyber Corp.	\$0	\$0	0.00
American Farm Bureau, Inc.	\$19,028	\$4,185,359	0.459
American International Telephone, Inc.	\$36	\$2,993,969	0.00
American Long Lines, Inc.	\$1,329	\$23,957,169	0.01
American Tel Group, Inc.	\$0	\$0	0.00
American Telecommunications Systems, Inc.	\$310	\$1,143,750	0.03
Americatel Corporation	\$0	\$0	0.00
Ameritech Communications International	\$15,484	\$115,200	13.44
Ameritech PayPhones	\$0	\$0	0.00
Amerivision Communications, Inc.	\$401,479	\$98,915,485	0.41
AR-KAN	\$0	\$0	0.00
Artech, LLC	\$933	\$933	100.00
AS Telecommunications dba All Star	\$8,505	\$14,000,000	0.06
ASC Telcom, Inc.	\$25,644	\$88,012,845	0.03
Association Administrators, Inc.	\$874	\$2,046,553	0.04
Atcall, Inc.	\$0	\$0	0.00
ATI, Inc.	\$27,862	\$1,509,519	1.85
ATN Communications, Inc.	\$0	\$0	0.00
Austin Payfones, L.L.P.	\$0	\$0	0.00
AXES, Inc.	\$7,819	\$19,052,875	0.04
Bell Atlantic Communications, Inc.	\$0	\$1,377,899	0.00
Bellsouth Long Distance, Inc.	\$13,724	\$6,415,976	0.21
Big Planet, Inc.	\$0	\$0	0.00



			Ratio (%)
	Arkansas	System	Arkansas/System
Company	Revenues	Revenues	Revenues
Blackstone Communications Company, Inc.	\$0	\$0	0.00%
BLT Technologies, Inc.	\$130,194	\$556,386	23.40%
Budget Call Long Distance	\$0	\$9,860,045	0.00%
Buehner-Fry, Inc.	\$2	\$6,129,141	0.00%
Business Discount Plan, Inc.	\$211,350	\$779,096	27.13%
Buyers United International	\$0	\$0	0.00%
Cable and Wireless Global Markets, Inc.	\$0	\$0	0.00%
Cable and Wireless USA, Inc.	\$437,429	\$913,177,508	0.05%
Call West Communications	\$777	\$107,036	0.73%
Callmanage, Inc.	\$0	\$0	0.00%
Calls For Less, Inc.	\$6,327	\$3,129,101	0.20%
Casco Pay Phones	\$9,679	\$531,974	1.82%
Cash Back Rebates LD Com, Inc.	\$0	\$0	0.00%
Central Payphone Services, Inc.	\$0	\$0	0.00%
Century Tel Telecommunications, Inc.	\$32,405	\$12,378,146	0.26%
CenturyTel Long Distance, Inc.	\$1,242,987	\$84,483,409	1.47%
CEO Telecommunications, Inc.	\$6,773	\$10,936,592	0.06%
Chancey, Stephen Wayne	\$4,653	\$5,573	83.49%
Cherry Communications Inc.	\$0	\$0	0.00%
Cincinnati Bell Long Distance, Inc.	\$2,735	\$80,560,989	0.00%
Cinemark USA, Inc.	\$6,947	\$6,947	100.00%
Citizens Telecommunications Company	\$2,496	\$9,154	27.27%
Claricom Networks, Inc.	\$29,846	\$52,504,032	0.06%
Coast International, Inc.	\$9,848	\$9,874,936	0.10%
Coleman Enterprises, Inc.	\$64,072	\$5,585,631	1.15%
Collective Comm. Services, Inc.	\$0	\$0	0.00%
Colorado River Communications Corp.	\$0	\$0	0.00%
Columbia Telecommunications, Inc.	\$ 0	\$0	0.00%
Combined Billing Corporation	\$4,085	\$227,380	1.80%
Comcast Telecommunications, Inc.	\$1,790	\$20,137,249	0.01%
Comdata Telecommunications Services	\$27,520	\$18,810,057	0.15%
Comm/Net Services Corp.	\$ 0	\$0	0.00%
Communicate Technological Systems, Inc.	\$3,650	\$2,341,731	0.16%
Communication Cable-Laying, Co.	\$ 0	\$0	0.00%



			Ratio (%)
	Arkansas	System	Arkansas/System
Company	Revenues	Revenues	Revenues
Communication Network Services, LLC	\$0	\$0	0.00%
Communication Telesystems Int'l. dba World Exchange	\$82,964	\$315,096,109	0.03%
Communications Billing, Inc.	\$14,623	\$1,459,154	1.00%
Communications Central of Georgia, Inc.	\$ 0	\$0	0.00%
Communigroup of Arkansas, Inc.	\$1,063,250	\$1,702,061	62.47%
Communigroup of K.C., Inc.	\$100,678	\$22,078,113	0.46%
Com-Tech Resources	\$64,701	\$5,292,303	1.22%
Comtel Computer Corp.	\$0	\$0	0.00%
Concert Communications Sales, LLC	\$0	\$0	0.00%
Connect America Communications	\$482	\$2,591,707	0.02%
ConnectAmerica, Inc.	\$0	\$0	0.00%
ConQuest Operator Services Corp.	\$0	\$0	0.00%
Consolidated Billing Provider, LLC	\$14,498	\$51,148	28.35%
Convergent Communications Services, Inc.	\$7,172	\$4,976,581	0.14%
Corporate Billing Management, Inc.	\$0	\$0	0.00%
Corporate Calling Services	\$0	\$0	0.00%
Corporate Services Telcom, Inc.	\$0	\$0	0.00%
Crain Communications	\$2,125	\$4,512	47.10%
CRG International, Inc.	\$7,249	\$40,467	17.91%
CTC Communications Corp.	\$342	\$127,101,142	0.00%
Cyberlight International, Inc.	\$0	\$0	0.00%
Cypress Telecommunications Corp.	\$0	\$0	0.00%
D.D.D. Calling, Inc.	\$4	\$173,702	0.00%
Daveltel, Inc.	\$725,589	\$119,704,013	0.61%
Delta Pay Phones	\$25,507	\$25,507	100.00%
Delta Tel, Inc.	\$0	\$0	0.00%
Destia Comm. Services, Inc.	\$90,826	\$195,065,931	0.05%
Devore Communications	\$103,266	\$170,590	60.53%
Dewey Pruitt	\$4,190	\$7,198	58.21%
Digital Teleport, Inc.	\$0	\$7,881,334	0.00%
Diller PayPhone	\$280	\$280	100.00%
Discount Call Rating, Inc.	\$0	\$0	0.00%
Discount Network Services, Inc.	\$5,074	\$644,293	0.79%
DPI-Teleconnect	\$361,305	\$2,589,277	13.95%
Eastern Telecommunications Inc.	\$0	\$466,220	0.00%
Easton Telecom Services, Inc.	\$940	\$3,028,555	0.03%
Eclipse Telecommunications, Inc.	\$741,624	\$176,463,302	0.42%



			Ratio (%)
	Arkansas	System	Arkansas/System
Company	Revenues	Revenues	Revenues
Efficy Group, Inc.	\$4,029	\$15,916,734	0.03%
Electric Lightwave, Inc.	\$17,654	\$187,000,000	0.01%
Enhanced Communications Network, Inc.	\$0	\$37,232	0.00%
Equal Net Communications, Inc.	\$19,325	\$0	0.00%
Erbia Network, Inc.	\$7,184	\$1,313,985	0.55%
ETS Payphones, Inc.	\$15,307	\$18,909,983	0.08%
Evercom Systems, Inc.	\$1,728,622	\$202,409,204	0.85%
Excel Telecommunications, Inc.	\$3,970,467	\$941,109,550	0.42%
Express Communications	\$0	\$0	0.00%
Facilicom International, L.L.C.	\$0	\$403,767,000	0.00%
Federal Transtel, Inc.	\$0	\$0	0.00%
First World Communications	\$0	\$0	0.00%
FON Digital Network, Inc.	\$0	\$0	0.00%
Free Network, LLC	\$0	\$0	0.00%
Furst Group, Inc.	\$42,208	\$54,384,892	0.08%
Gateway Technologies, Inc.	\$451,151	\$14,362,796	3.14%
GE Capital Communication Services	\$39,900	\$37,458,529	0.11%
Gerlach Enterprises, Inc.	\$1,095	\$1,412,114	0.08%
Global Crossing Bandwidth, Inc.	\$1,971,663	\$720,236,806	0.27%
Global Crossing North American Networks, Inc.	\$0	\$0	0.00%
Global Crossing Telecommunications, Inc.	\$1,017,301	\$891,978,681	0.11%
Global Tel*Link Corporation	\$748,253	\$20,529,674	3.64%
Global Telemedia, Inc.	\$0	\$0	0.00%
Global Telephone Corporation	\$8,663	\$4,453,155	0.19%
Global Time, Inc.	\$262	\$983	26.65%
Glypics Communications, Inc.	\$8,762	\$4,499,803	0.19%
Group Long Distance, Inc.	\$10,121	\$8,908,432	0.11%
GST Net, Inc.	\$915	\$15,536,219	0.01%
GTC Telecom	\$1,653	\$1,139,416	0.15%
GTE Communications Corp.	\$5,459,235	\$845,570,000	0.65%
GTE Telecommunications Services	\$0	\$0	0.00%
Gulf Communications, LLC	\$0	\$0	0.00%
GVC Telecommunications Consulting	\$0	\$0	0.00%
Harvest Enterprises Payphone	\$0	\$0	0.00%
Hebron Communications Corp.	\$0	\$0	0.00%
Hertz Technologies, Inc.	\$24,726	\$42,826,604	0.06%
HJN Telecom, Inc.	\$0	\$0	0.00%



			Ratio (%
	Arkansas	System	Arkansas/System
Company	Revenues	Revenues	Revenue
Hotel Connect Management Inc.	\$1,263	\$5,034,190	0.03%
HP Telecom, Inc.	\$18,318	\$27,755	66.00%
ICG Telecom Group, Inc.	\$0	\$471,701,783	0.009
IDT America, Corporation	\$3,884	\$144,868	2.689
I-Link dba Family Telecommunications	\$10,673	\$17,262,143	0.069
Inacom Communications, Inc.	\$0	\$0	0.009
Incomnet Communications Corp.	\$9,903	\$29,061,000	0.039
Innovative Telecom Corporation	\$271	\$1,218	22.259
Intelcom, Inc.	\$0	\$1,674	0.009
Intelicom International Corp.	\$0	\$0	0.009
Intellical Operator Services, Inc.	\$124,972	\$107,088,281	0.129
Intelnet International Corporation	\$10	\$623,671	0.009
Intercontinental Communications Group	\$12,231	\$143,684	8.519
International Telcom Ltd.	\$201	\$3,057,213	0.019
Internet Telephone Company	\$0	\$215	0.00
Int'l. Exchange Communications, Inc.	\$6,293	\$42,011	14.98
Isley, Phil	\$0	\$0	0.00
Itelsa	\$0	\$0	0.00
IXC Communications Services	\$ 0	\$234,712,530	0.00
J.D. Services (American Freedom)	\$131,057	\$12,824,230	1.02
Jack L. Hunter	\$17,398	\$17,398	100.00
JMC	\$2,337	\$2,337	100.00
Johnny L. Lignity	\$444	\$444	100.00
KCI Long Distance, Inc.	\$0	\$0	0.00
Kevin V. Morey	\$454	\$642	70.72
LCI International Telecom Corp.	\$2,154,110	\$5,802,724	37.12
LDC Telecommunications. Inc.	\$502	\$600,212	0.08
LDD, Inc.	\$0	\$0	0.00
Least Cost Routing, Inc.	\$0	\$6,536,192	0.00
Least Cost Routing, Inc.	\$82,095	\$12,559,679	0.65
LECNET, Inc	\$0	\$0	0.00
Legacy Long Distance International	\$17,932	\$1,829,349	0.98
Legends Communications, Inc.	\$0	\$516,981	0.00
Long Distance America, Inc.	\$0	\$35,000	0.00
Long Distance Consolidated Billing	\$4,378	\$2,265,904	0.19
Long Distance International, Inc.	\$5,263	\$5,276,283	0.10
Long Distance of Michigan, Inc.	\$658	\$1,270	51.81



			Ratio (%)
	Arkansas	System	Arkansas/System
Company	Revenues	Revenues	Revenue
Long Distance Wholesale Club	\$445,949	\$131,212,741	0.34%
Main Street Telephone Company	\$0	\$0	0.00%
Matrix Telecom	\$16,892	\$19,978,066	0.089
MCI Telecommunications Corp.	\$40,976,879	\$122,178,839	33.54%
McLaughin Vending	\$0	\$0	0.00%
McLeod USA Tele. Services, Inc.	\$56,663	\$0	0.00%
Megsinet-CLEC	\$0	\$0	0.00%
Memphis Cellular Telephone Co.	\$1,815,971	\$58,579,721	3.10%
Meridian Telecom Corporation	\$0	\$ 0	0.00%
Metrophone Telecommunications, Inc.	\$232	\$102,843	0.23%
Michael A. Holoday	\$0	\$0	0.009
MVX Communications, LLC	\$0	\$0	0.009
National Accounts, Inc.	\$7,043	\$6,836,337	0.109
Net One International, Inc.	\$0	\$0	0.009
NET2000 Communications Services, Inc.	\$0	\$19,147,257	0.009
NeTel, Inc. dba Tel3	\$0	\$0	0.009
Network Billing Systems, L.L.C.	\$2,179	\$2,261,113	0.109
Network Communications International Corp.	\$523	\$0	0.009
Network One, Inc.	\$0	\$0	0.009
Network Operator Services, Inc.	\$261,942	\$21,238,498	1.239
Network Plus, Inc.	\$41,562	\$152,520,000	0.039
Network Services Group, Inc.	\$117,690	\$424,859	27.709
New Century Telecom, Inc.	\$2,925	\$167,395	1.759
New Millennum Conquest Service Corp.	\$0	\$0	0.00
Newsouth Communications Corp.	\$0	\$0	0.009
Nextel Communications, Inc.	\$0	\$0	0.00
Nextlink LD Services, Inc.	\$67	\$22,027	0.30
NOR Communications, Inc.	\$0	\$0	0.00
Norstan Network Services, Inc.	\$2,898	\$30,248	9.58
NOS Communications, Inc.	\$144,307	\$122,208,542	0.12
NOSVA Limited Partnership	\$361,198	\$191,212,708	0.19
Nova Telecom, Inc.	\$0	\$0	0.00
NTI Telecom, Inc.	\$0	\$0	0.00
Nustar Communications Corp.	\$ 0	\$0	0.00
NXLD Company	\$54	\$0	0.00
NYNEX Long Distance Company	\$91	\$2,289,340	0.00
Omnicall	\$23,269	\$0	0.00



		<u> </u>	Ratio (%)
	Arkansas	System	Arkansas/System
Company	Revenues	Revenues	Revenue
One Call Communications	\$97,339	\$97,424,360	0.10%
OneStar Long Distance	\$270	\$9,901,624	0.00%
Operator Communications, Inc.	\$14,004	\$11,214,986	0.12%
Operator Service Company	\$24,136	\$15,367,720	0.16%
Opus Correctional, Inc.	\$48,893	\$955,796	5.12%
Paetec Communications, Inc.	\$1,065	\$13,898,473	0.01%
Pantel Communications, Inc.	\$876	\$0	0.00%
Paradigm Communications Corp.	\$0	\$0	0.00%
Paytel	\$0	\$0	0.00%
Paytel, Inc.	\$325	\$2,362	13.76%
PDS, Inc.	\$0	\$0	0.00%
Peoples Telephone Company, Inc.	\$0	\$0	0.00%
Phoenix Network, Inc.	\$4.860	\$47,299	10.28%
Phone Tel Technologies, Inc.	\$84,332	\$77,629,434	0.119
PNG Telecommunications, Inc.	\$33,692	\$17,420,570	0.199
PNV.Net, Inc.	\$0	\$0	0.009
Premiercom, Inc. now Opex Comm.	\$73,368	\$4,949,433	1.489
Premiere Communications. Inc.	\$48,836	\$61,251,588	0.089
Pride America, Inc.	\$0	\$0	0.009
Primecall, Inc.	\$0	\$0	0.009
Primus Telecommunications, Inc.	\$8,735	\$234,196,106	0.009
Promise-Net Int'l., Inc.	\$19,165	\$2,543,275	0.759
Promisevision Technology, Inc.	\$0	\$0	0.009
Protel Advantage, Inc.	\$341,513	\$898,039	38.039
PS Enterprises	\$2,601	\$2,601	100.009
PT-1 Communications	\$22	\$320,000,000	0.009
QAI, Inc.	\$0	\$0	0.00
Quest Comm. Services, Inc. Now Teltrust	\$38,618	\$31,254,392	0.129
Qwest Communications Corp.	\$522,832	\$1,907,026	27.42
RCN Long Distance Company	\$0	\$0	0.00
RDST, Inc.	\$57	\$1,092,936	0.019
Reliable Communications	\$56,032	\$93,386	60.00
River City Payphones, Inc.	\$102	\$102	100.00
Robert L. Bates	\$0	\$0	0.00
Ronnie L. and Piper P. Erwin	\$7,513	\$7,513	100.00
RRV Enterprises, Inc.	\$37,532	\$13,695,097	0.27
RSL COM Primecall, Inc.	\$11,160	\$282,310	3.959



			Ratio (%) Arkansas/System Revenues
	Arkansas	System	
Company	Revenues	Revenues	
RSL Com U.S.A., Inc.	\$103,789	\$313,784,494	0.03%
S.V.V. Sales Inc.	\$0	\$0	0.00%
Satellink Paging, LLC	\$0	\$0	0.00%
Satlink 3000	\$0	\$0	0.00%
SBR, Inc.	\$0	\$13,795	0.00%
SC Telephone Communications Co.	\$2,490	\$2,586	96.29%
Setel, L.L.C.	\$563	\$1,512,789	0.04%
Seven Pines Communications	\$2,661	\$2,909	91.47%
Shared Communications Services	\$32	\$39,938,062	0.00%
Single Billing Services, Inc.	\$7,693	\$7,394,639	0.10%
Small Business Billing, Inc.	\$0	\$0	0.00%
Smartstop, Inc.	\$2,319	\$6,034,699	0.04%
Smith Telecom	\$0	\$0	0.009
Southern Louisiana Communications	\$0	\$0	0.009
Southern Pay Phone LLC	\$0	\$0	0.009
Southnet Telecomm Services, Inc.	\$0	\$1,008,348	0.009
Special Accounts Billing Group, Inc.	\$0	\$0	0.009
Speer Comm. Virtual Media, Inc.	\$0	\$0	0.009
Speer Virtual Media, Ltp	\$122	\$1,104,583	0.019
Sprint Payphone Services, Inc.	\$4,545	\$7.709	58.969
St. Andrews Telecommunications	\$33	\$102.274	0.039
Stormtel, Inc.	\$897	\$5,734,358	0.029
Telcam Telecomm. Co. Of Americas	\$570	\$4,050,415	0.019
Teleo Partners, Inc.	\$3,265	\$3,704,554	0.099
Telcorp Ltd.	\$926	\$6,790,622	0.019
Tele Vending	\$854	\$9,244	9.249
Telec, Inc.	\$2,476	\$359,100	0.699
Telecare, Inc.	\$16,889	\$3,642,267	0.46
Telecommunications Resources, Inc.	\$14,563	\$10,607,689	0.14
Teleconnect Long Distance Services	\$3,814,925	\$6,886,183	55.40
Tele-Connect, Inc.	\$208	\$3,182,090	0.01
Teleglobe Business Solutions, Inc.	\$1,272,364	\$2,761,925	46.07
Teleglobe USA	\$0	\$556,706,000	0.00
Telegroup, Inc.	\$0	\$0	0.00
Telehub Network Services Corp.	\$55,245	\$19,440,276	0.28
Telephone Co.Central Florida	\$0	\$275,377	0.00
Teletrust, Inc.	\$36,848	\$7,916,426	0.479



			Ratio (%) Arkansas/System
Company	Arkansas	System	
	Revenues	Revenues	Revenues
Telscape USA, Inc.	\$5,806	\$8,128,892	0.07%
Teltrust Communications Services	\$6,669	\$33,273,799	0.02%
Texas Inmate Phones Communications	\$42,637	\$0	0.00%
The Free Network LLC	\$0	\$0	0.00%
Tin Can Communications	\$0	\$0	0.00%
TLX Communications, Inc.	\$0	\$12,326,039	0.00%
T-Netix, Inc.	\$0	\$33,561,155	0.00%
Ton Services, Inc.	\$14,978	\$88,159	16.99%
Totaltel, Inc.	\$26,002	\$61,435,478	0.04%
Touch 1 Communications, Inc.	\$91,074	\$65,744,040	0.14%
Touch 1 Long Distance, Inc.	\$122,108	\$370,023	33.00%
Tracy Simmons	\$3,150	\$3,817	82.53%
Trans National Communications, Inc.	\$0	\$0	0.00%
Transcommunications. Inc.	\$85,354	\$22,772,419	0.37%
Transnet Connect, Inc.	\$0	\$0	0.00%
Trescom USA, Inc.	\$1	\$727,423	0.00%
Tri County Long Distance	\$40,409	\$180,160	22.43%
Tri-M Communications	\$10,568	\$10,152,584	0.10%
TSC Payphone Corp.	\$0	\$0	0.00%
TTI National, Inc.	\$5 <i>7</i> 7,757	\$1,287,221	44.88%
Twister Comm. Network, Inc.	\$53,000	\$0	0.00%
U.S. Osiris Corporation	\$0	\$311,748	0.00%
U.S. Republic Communication, Inc.	\$133, 44 3	\$22,657,966	0.59%
U.S. South Communications	\$4,310	\$0	0.00%
United Services Telephone, LLC	\$10,721	\$6,577,226	0.16%
United States Advanced Network, Inc.	\$219	\$2,592,571	0.019
Univance Telecommunications, Inc.	\$8,911	\$35,083,269	0.03%
US Communications Inc.	\$0	\$0	0.00%
US Network Services, Inc.	\$0	\$0	0.009
US Tel, Inc.	\$0	\$0	0.009
US West Long Distance, Inc.	\$3,110	\$49,207,130	0.019
USA Global Link, Inc.	\$5,110 \$9	\$10,955,706	0.009
USA Telecorp.	\$0 \$0	\$10,555,700 \$0	0.00%
USBG, Inc.	\$0 \$0	\$0	0.009
USC TELECOM, INC.	\$40.055	\$18,197,246	0.229
USN Communications LD. Inc.	\$0,055	\$10,197,240	0.009
Value-Line of Longview, Inc.	\$147,349	\$31,172,503	0.479



Company	Arkansas Revenues	System Revenues	Ratio (%) Arkansas/System Revenues
Company			
Vista Group International, Inc.	\$0	\$0	0.00%
Vocall Communications Corp.	\$26,713	\$54,559,945	0.05%
Webnet Communications	\$0	\$0	0.00%
Westel, Inc.	\$21,509	\$23,209,217	0.09%
Williams Communications, Inc.	\$16,333	\$568,478,000	0.00%
Winstar Gateway Network, Inc.	\$0	\$1,152,863	0.00%
Working Assets Long Distance	\$42,431	\$218,995	19.38%
World Wide Communications Now LDDS	\$0	\$0	0.00%
WorldCom Network Services	\$2,966,403	\$8,296,710	35.75%
Worldcom Technologies, Inc.	\$8,077,680	\$16,940,942	47.68%
Xtracom, Inc.	\$0	\$0	0.00%
Zenex Long Distance, Inc.	\$39,059	\$1,191,953	3.28%
Z-Tel Communications	\$646	\$2,668,507	0.02%
TOTALS	\$88,174,229	\$11,801,556,669	0.75%



Water & Sewer Companies—Arkansas Only Plant Investment; Operating Revenue Year Ended December 31, 1999

Company	Plant Investment	Operating Revenue	Ratio (%) Operating Revenue/ Investment
Cental Arkansas Sewer System, Inc.	2,391,461	\$494,012	20.66%
Riviera Utilities of Arkansas, Inc.	1,005,723	\$294,819	29.31%
Sebastian Lake Public Utility Company	102,589	\$64,228	62.61%
Shumaker Public Service Corporation	696,998	\$327,432	46.98%
United Water Arkansas, Inc.	32,059,042	\$7,627,998	23.79%
TOTALS	36,255,813	\$8,808,489	24.30%



Water & Sewer Companies—Arkansas Only Customers; Revenues Year Ended December 31, 1999

	No. of		Average Revenue
Company	Customers	Revenue	Per Customer
Central Arkansas Sewer System, I	nc.		
Metered General	0	\$0	\$0
Unmetered General	1,315	\$492,512	\$375
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
Totals Without Other Revenues	1,315	\$492,512	\$375
Other Revenues	N/A	\$1,500	N/A
TOTALS	1,315	\$494,012	N/A
Riviera Utilities of Arkansas, Inc.			
Metered General	512	\$186,056	\$363
Unmetered General	1,600	\$100,562	\$63
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
Totals Without Other Revenues	2,112	\$286,618	\$136
Other Revenues	N/A	\$8,201	N/A
TOTALS	2,112	\$294,819	N/A
Sebastian Lake Public Utility Com	pany		
Metered General	90	\$64,228	\$714
Unmetered General	0	\$0	\$0
Fire Protection	0	\$0	\$0
Other Customers	0	\$0	\$0
Totals Without Other Revenues	90	\$64,228	\$714
Other Revenues	N/A_	\$0	N/A
TOTALS	90	\$64,228	N/A



Water & Sewer Companies—Arkansas Only Customers; Revenues Year Ended December 31, 1999

	No. of	_	Average Revenue
Company	Customers	Revenue	Per Customer
Shumaker Public Service Corpora	tion		
Metered General	542	\$144,188	\$266
Unmetered General	0	\$0	\$0
Fire Protection	64	\$64,501	\$1,008
Other Customers	2	\$113,992	\$56,996
Totals Without Other Revenues	608	\$322,681	\$531
Other Revenues	N/A	\$4,751	N/A
TOTALS	608	\$327,432	N/A
United Water Arkansas, Inc.			
Metered General	19,067	\$7,503,466	\$394
Unmetered General	0	\$0	\$0
Fire Protection	153	\$75,409	\$493
Other Customers	1	\$136,246	\$136,246
Totals Without Other Revenues	19,221	\$7,715,121	\$401
Other Revenues	N/A	-\$87,123	N/A
TOTALS	19,221	\$7,627,998	N/A
Industry Totals			
Without Other Revenues	23,346	\$9,028,089	\$387
INDUSTRY TOTALS	23,346	\$8,808,489	N/A

APPENDIX C - RECEIPTS & DISBURSEMENTS

RECEIPTS

Utility Assessments	\$6,954,492.00
Pipeline Safety Assessments Fund Balance	172,434.00 536,257.94
Other Filing Fees	26,999.00
Miscellaneous Fees Federal Reimbursements	39,376.50 154,449.00
Refund to Expenditures-Prior Year	r 1,583.03
Refund to Expenditures-Current \	Year <u>557.70</u>

Total Receipts \$7,886,149.17

Less 1.5% Treasury Fees <u>109,540.00</u>

Net Deposit \$7,776,609.17

DISBURSEMENTS

Regular Salaries	\$4,466,312.25
Extra Help	0.00
Group Insurance	293,436.00
Retirement	440,892.58
Federal Insurance Contributions	328,873.28
FICA-Agency Cost of Arcap	11,136.85
Career Recognition Payment	20,500.00
Postage	22,592.00
Telephone	3,895.03
Freight	6,093.57
Printing by Dept. of Corrections	801.67
Printing by D.F.A. Quick Copy	747.37
Advertising & Clipping Service	5,228.99
Film Processing	86.46
Building Maintenance	5,985.28
Furniture & Equipment Maintenar	nce 12,970.34
Vehicle Maintenance	7,233.08
Rent of Office Space	466,000.00
Rent of Furniture & Equipment	47,784.67
Rent of Data Processing Equipmer	nt 29,476.55
Rent/Lease of Pagers	768.26
Rent Not Classified	11,175.89
Intrastate Meals & Lodging	28,982.91
Intrastate Mileage	1,929.47
Intrastate Other Travel	223.19
Interstate Meals & Lodging	57,972.81
Interstate Mileage	1,128.28
Interstate Common Carrier	46,992.78
Interstate Other Travel	1,062.52
Intrastate Travel-Non Employees	1,018.05
Administrative Fees & Services	937,895.99
Reimbursable Expenditures	30,397.37
•	•

Court Reporters	25,438.62
Court Notary	894.00
Vehicle Insurance	9,110.00
Building & Contents Insurance	1,850.00
Lease of Terminals	4,197.50
Centrex	78,532.57
Association Dues	36,099.00
Marketing & Redistribution Fees	60.00
Educational Fees	36,268.00
Non-Contract Services	1,655.00
Contract Labor	341.28
Vehicle Licenses	291.25
Credit Card Purchases	4,980.25
Stationary & Office Supplies	30,051.89
Photo Supplies	158.20
• •	46,788.86
Subscriptions & Publications Microfiche	•
	5,431.52
Clothing & Other Materials	184.80
Kitchen/Janitorial Supplies	928.01
Data Processing Supplies	6,412.81
Purchase of Data Processing Software	38,219.20
Sales & Use Tax	3,352.41
Workers Compensation Premium Tax	2,462.05
-	

CAPITAL EXPENDITURES

\$7,623,300.71

Total Disbursements

State Vehicles	40,639.26
Office Machines	9,634.92
Office Furniture	10,217.58
Photographic Equipment	4,961.44
Data Processing Equipment	79,518.56
Specialized Research Equipment	<u>8,336.70</u>
Total Capital Expenditures	\$153,308.46
	, ,
Total Disbursements Including	
Capital Expenditures	<u>\$7,776,609.17</u>
	<u>\$7,776,609.17</u>

THE ARKANSAS PUBLIC SERVICE COMMISSION DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY IN EMPLOYMENT OR IN THE PROVISION OF SERVICES.